CP Administrator User Guide

Openreach Portal
(Release R2250)

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Table of Contents

Table of Contents iii
Document Revisions v
Document Approval vi
Table of Figures vii
1 Introduction 1
1.1 Overview 1
1.2 Purpose 1
1.3 Audience 1
1.4 Ownership 1
1.5 Distribution 1
1.6 What's new in this version? 2
1.7 Who is a CP Admin? 4
1.8 How do I register my company? 4
1.9 How do users register under my company? 9
1.10 How do I log in to Openreach Portal? 14
1.10.1 Can't remember your password? 18
1.10.2 What happens when my login session expires? 23
2 Dashboard 24
2.1 What is CP Admin dashboard? 24
2.1.1 What is the 'CP Admin home' page? 27
3 User Management 29
3.1 CP User Types and Functions 29
3.2 How do I create a new user in the portal? 31
3.3 A user I created cannot login… Why? 38
3.3.1 How do I stop a user from accessing the portal? 41
3.3.2 What are these links on my Admin home page? 41
3.4 A user cannot access the portal, but I did not deactivate the user. Why? 43
3.4.1 How do I re-activate an inactive user? 46
3.4.2 How can a user reset the secret question and answer? 49
3.5 How do I delete a user? 54
3.6 How do I edit a user profile? 55
3.7 How do I make a user another CP Admin? Why? 57
4 Group Management 61
4.1 Overview 61
4.2 How do I create a User Group? 61
4.3 How do I edit a User Group? 71

4.4 How do I search for a group? 76
4.4.1 How do I find a list of users assigned to a group? 78
4.5 How do I add users to a group? 78
5 My Tools – Giving User Access 84
5.1 How do I allow users to access the Portal applications? 84
5.2 What is Openreach Seibel and how do my users get access to it? 85
5.3 What is X-hour repair tool and how do my users get access to it? 86
5.4 What is Openreach Reporting and how do my users get access to it? 86
5.5 What is eBilling and how do my users get access to it? 90
5.6 Access to Assurance dashboard (fault tracker) application 94
5.7 What is Shared Calendar? 96
5.7.1 Request access page 96
5.1.1.1 Request access page 96
5.7.2 Shared calendar Normal user functionality 97
5.7.3 Shared calendar Events manager functionality 102
5.7.4 Shared calendar view through Industry forum page 107
5.8 What Service based solutions application and how do my users get access to it? 111
6 User Permission Management 112
6.1 How do I manage the access rights for each user? 112
6.2 How do I change users' permissions? 112
6.3 How do I provision a user request? 115
6.4 How do I search for a user? 116
7 Other Portal Capabilities 119
7.1 What is the 'Profile' link on my Dashboard? 119
7.2 What is the Sitemap? 124
7.3 What are secure content folders and how do I allow users to access them? 126
7.4 What are notifications and how do I subscribe? 128
7.5 What is the collaboration area? 132
7.6 What are bookmarks and how do I bookmark pages? 136
7.7 How can I track user history - Create audit reports 138
7.8 What happens when my company acquires another company or my company gets acquired by another company? 143
7.9 How do I contact Openreach? 146
8 Cross Reference 152

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Document Approval

OR CIO and Openreach have reviewed this document and hereby agree that the contents herein are accurate. Any changes to this document must be communicated in writing and signed off by both parties.

Signature	Signature
Date:	Date:
Name:	Name:
Client: Openreach	OR CIO

Distribution List

Communication Provider	CP Admin of OR portal registered communication provider
Openreach	OR Help Desk, OR Customer Reception
OR CIO	

Table of Figures

Figure 1: Openreach home page....5
Figure 2: Become a customer registration form....6
Figure 3: Become a customer registration form – error page....7
Figure 4: Customer registration form – Confirm page....8
Figure 5: Account creation page....8
Figure 6: Extract of the Prospect user dashboard....9
Figure 7: Openreach home page....9
Figure 8: CP user registration....10
Figure 9: Openreach registration form....11
Figure 10: CP New user registration form - DUNS ID validation....11
Figure 11: CP New registration form - DUNS ID validation confirmation....12
Figure 12: DUNS ID validation page....12
Figure 13: Openreach access registration confirmation page....13
Figure 14: Account creation page....13
Figure 15: Email confirmation sent to the Non-Portal user....14
Figure 16: Openreach home page....15
Figure 17: Portal Login – log-in page....15
Figure 18 a: Openreach Terms and Conditions – New user....16
Figure 198 b: Openreach Terms and Conditions - T&C page content modified....16
Figure 20: Openreach home page....18
Figure 21: Password reminder....19
Figure 22: Password question....19
Figure 23: Password acknowledgement....20
Figure 24: Text of the email sent with the system generated password....20
Figure 25: Password reminder – change Password page....21
Figure 26: Password reminder – password error....22
Figure 27: Acknowledgement – password changed page....22
Figure 28: Portal Login – log-in page when a session expires....23
Figure 29: Application timeout error page....23
Figure 30: My dashboard....24
Figure 31: CP Admin home page – with pending requests....27
Figure 32: CP Admin home page – without pending requests....27
Figure 332: Your home page (CP Admin home page)....32
Figure 343: The non portal user registration form....33
Figure 35: Non portal user registration confirmation page....34
Figure 36: CP New user registration process – Manage customer status....35

Figure 37: CP new user registration process – Manage customer permission....37
Figure 38: Account confirmation page....37
Figure 39: Email confirmation sent to the Non-Portal user....38
Figure 40: CP Admin home page – Manage customer status....38
Figure 41: Manage customer status – Search customer....39
Figure 42: Manage customer status – Select customer....39
Figure 43: Manage customer status – User activation....40
Figure 44: Manage customer permission....41
Figure 45: Acknowledgement – Customer account activated....41
Figure 46: CP Admin home page – Select pending user request....41
Figure 47: Manage customer permissions....42
Figure 48: Automatic inactivation - Email sent to the user five days prior to the 28-day expiry....45
Figure 49: Automatic inactivation - Email sent to the user on expiration of the 28 days....46
Figure 50: CP Admin home page – Manage customer status....47
Figure 51: Manage customer status – Find user....47
Figure 52: Manage customer status – Select user name....47
Figure 53: Manage customer status – activate user status....48
Figure 54: Manage customer status – Confirm user activation....48
Figure 55: Acknowledgement – Customer account activated page....49
Figure 56: Search customer....50
Figure 57: Search customer – Select customer....51
Figure 58: Manage customer status – Reset security question and answer....52
Figure 59: Acknowledgement of password and security information reset....53
Figure 60: Email sent to user after password reset....54
Figure 61: Edit customer account – search user name....55
Figure 62: Edit customer account details – Select desired user....55
Figure 63: Edit customer account....56
Figure 64: Edit customer account details – Confirm page....57
Figure 65: Acknowledgement - User details updated....57
Figure 66: CP Admin home page....58
Figure 67: Convert to CP Admin – Find user....58
Figure 68: Convert to CP – Select the user....59
Figure 69: Convert to CP Admin....59
Figure 70: Convert to CP Admin – Confirmation....60
Figure 71: Convert to CP Admin – Successful confirmation....60
Figure 72: CP Admin home page....62
Figure 73: Add a group – Find group name....62
Figure 74: Add a group....63

Figure 75: Add a group – Confirm access rights 65
Figure 76: Acknowledgement - Group added page 66
Figure 77: CP Admin home page 67
Figure 78: Change group status - Search group 67
Figure 79: Change group status – Select group 68
Figure 80: Change group status - Deactivate 69
Figure 81: Change group status – Confirm page 70
Figure 82: Acknowledgement – Group deleted page 71
Figure 83: CP Admin home page 72
Figure 84: Edit a group – Search group name 72
Figure 85: Edit a group – Select group 73
Figure 86: Edit a group – step 3 73
Figure 87: Edit a group – Edit 74
Figure 88: Edit a group – confirm page 75
Figure 89: Acknowledgement - Group updated page 75
Figure 90: CP Admin home page 76
Figure 91: Search group page 77
Figure 92: Search group – Edit a group 77
Figure 93: Search users belonging to a group 78
Figure 94: CP Admin home page 79
Figure 95: Add users to a group – Search group 80
Figure 96: Add users to a group – Required groups 80
Figure 97: Add users to a group – Search users 81
Figure 98: Add users to a group – Select users 82
Figure 99: Add Users to Group – Confirmation 82
Figure 100: Add users to a group – Success 83
Figure 101: User dashboard 85
Figure 102: Other tools page and link to ‘Openreach reporting’ 87
Figure 103: Request for access 87
Figure 104: CP Admin dashboard 92
Figure 105: Order tracker 93
Figure 106: Track order status 93
Figure 107: Track fault query status 94
Figure 108: Fault tracker - notes 95
Figure 109: Fault tracker – download CSV 96
Figure 110 - Request access page 97
Figure 111 – Dashboard 98
Figure 112 - Shared calendar landing page 99

Figure 113 - Calendar view 99
Figure 114 - New event - Event pop-up 100
Figure 115: Approved event - Event pop-up 100
Figure 116: Add new event - Event pop-up 101
Figure 117: Copy event - Event pop-up 102
Figure 118: Event manager calendar view 103
Figure 119: Approve option available to Events managers 104
Figure 120: Update option for events managers in approved events 105
Figure 121: Events report - Link in Related links tile 106
Figure 122: Events report - Search page 106
Figure 123: Events report - HTML view 106
Figure 124: Events report - File Download pop-up 107
Figure 125: Events report - Save As popup 107
Figure 126: Openreach Homepage 108
Figure 127: Industry forum landing page 109
Figure 128: Shared calendar - read-only view 109
Figure 129: Read-only events pop-up - Openreach users 110
Figure 130: Read-only events pop-up - External users 110
Figure 131: Manage customer permission – Find user 112
Figure 132: Manage customer permission – select user 113
Figure 133: Manage customer permission – select permission type 114
Figure 134: Acknowledgement – permission updated page 115
Figure 135: CP Admin home page 116
Figure 136: Search customer 117
Figure 137: Search customer – customer results 118
Figure 138: Manage profile 120
Figure 139: Manage profile – Edit 121
Figure 140: Password change 122
Figure 141: Password change successful 122
Figure 142: Manage profile – Confirm profile details 123
Figure 143: Manage profile updated successfully 124
Figure 144: Openreach home page 124
Figure 145: Site index 125
Figure 146: Login page 126
Figure 147: CP Admin home - Request received 126
Figure 148: Manage customer permissions - Secure Content Access 127
Figure 149: Secure content access granted - Acknowledgement page 128
Figure 150: CP Admin dashboard - My notifications 129

Figure 151: Notification settings – select notifications....130
Figure 152: Notification settings – Confirm....131
Figure 153: Subscribe to notifications – acknowledgement....131
Figure 154: CP Admin dashboard – Collaboration....132
Figure 155: Available projects....133
Figure 156: Manage documents....134
Figure 157: Manage documents – complete....135
Figure 158: My projects – view all project documents....135
Figure 159: Products page without book marking....136
Figure 160: Products page – with bookmark....137
Figure 161: CP Admin dashboard – showing 'My bookmarks'....137
Figure 162: CP Admin home – Generate audit reports....138
Figure 163: Generate audit reports – Search user....139
Figure 164: Generate audit reports – Select user....139
Figure 165: Generate audit reports – Define date and type....140
Figure 166: Generate audit report – Confirmation....141
Figure 167: Generate audit reports....141
Figure 168: Generate audit report – PDF format....142
Figure 169: Generate audit report HTML view....142
Figure 170: Generate audit report – print view....143
Figure 171: CP Admin home – Manage losing company permissions....144
Figure 172: Manage losing company permissions – Select Company....144
Figure 173: Manage losing company permissions – Select permission....145
Figure 174: Manage losing company permissions – Select permission....146
Figure 175: Acknowledgement page....146
Figure 176: Openreach Portal Home page....147
Figure 177: Contact us page....149
Figure 178: Contact us - I have a complaint form....149
Figure 179: Contact us – Confirm page....151
Figure 180: Acknowledgement – Contact received page....151

1 Introduction

1.1 Overview

The Openreach Portal is a key information and collaboration tool that can facilitate open and dynamic engagement with you (our customer). Through the Openreach Portal, you will have access to the following facilities:

- News and Briefings on Openreach and our products
- Access to Dialogue Services such as Appointing Services, Number Portability etc.
- Access to other applications such as eBilling and Openreach Reporting
- Access to the Openreach Collaboration Area
- Notifications and RSS feeds
- Access to Customer IT Zone

As an administrator, your task is to facilitate access and data rights to the users in your company who access the portal.

1.2 Purpose

This training document has been designed to guide you through all the functionality available for you on the portal, with tips on troubleshooting for any other functionality that may be useful during operations.

1.3 Audience

The intended audience for this training document is;

- The CP administrators

1.4 Ownership

The ownership of this document lies with the Openreach CIO. It should be updated in line with each release of the Portal using the appropriate Release Note as input.

1.5 Distribution

Not to be distributed beyond Openreach Communication Providers and internal Openreach teams

1.6 What's new in this version?

Version History:

- Release 1.0 is the first version of the CP administrator user guide and covers the Openreach portal functionality up to release 510.

- Issue 10.11 contains all the updates regarding the release 1011 functionality (Released on the 24th January 2009)

- Issue 10.20 contains all the updates regarding the release 1020 functionality (Released on the 26th March 2009)

- Issue 10.23 contains all the updates regarding the release 1023 functionality (Released on the 18th April 2009)

- Issue 11.00 contains all the updates regarding the release 1100 functionality (Released on the 18th July 2009)

- Issue 11.10 contains all the updates regarding the release 1110 functionality (Released on the 26th September 2009)

- Issue 12.00 contains all the updates regarding release 1200 functionality (Released on the 21st November 2009)

- Issue 12.08 contains all the updates regarding release 1208 functionality (Released on the 16th January 2010)

- Issue 13.00 contains all the updates regarding release 1300 functionality (Released on the 13th March 2010)

- Issue 14.00 contains all the updates regarding release 1400 functionality (Released on the 17th July 2010)

- Issue 15.00 contains all the updates regarding release 1500 functionality including the enhancements released as a part of KnowHow programme (Released on the 22nd November 2010)

- Issue 16 contains all updates regarding release R1600 functionality (Released on the 12th

March 2011)

- Issue 17 contains all updates regarding release R1710 functionality (Released on 24th September 2011)

- Issue 18 contains all updates regarding release R1808 functionality (Released on 14th January 2012)

- Issue 21.00 contains all the changes that were implemented on R2250. (Released on 18th May 2013)

The Openreach portal home page was changed to the following format on 20th December 2007, and all scenarios referring to the home page should be referred to the same figure.

All portal email formatting were changed in R700 to include HTML text and images. Please note that some screens displaying portal email messages can be out of date.

1.7 Who is a CP Admin?

A CP Admin administers access and data rights relating to users within the company. There can be more than one CP Admin for a given company. CP Admin bridges the gap between CP portal users (customers) and the Openreach help desk. The following defines the CP Admin role and functionality:

- Manage customers within the organisation.
- Manage groups of users within the organisation.
- Manage access to applications such as dialogue services and workflows.
- Generate and view required reports.

1.8 How do I register my company?

Step 1: Open a browser and go to http://www.openreach.co.uk.

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
official telecommunications infrastructure partner
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Have a question about your phone line or broadband?
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 1: Openreach home page

Step 2: Click the **New user?** link. This will take you to the Register for Access page. From here, click 'Access form' link under 'CP Users' section to view the user registration form (Figure 2).

Step 3: Enter the required data on the user registration form and click **Submit**.

On providing an invalid DUNS ID, the user is prompted with an error message "The DUNS ID you have entered is invalid" and the user is prompted to re-enter the DUNS ID.

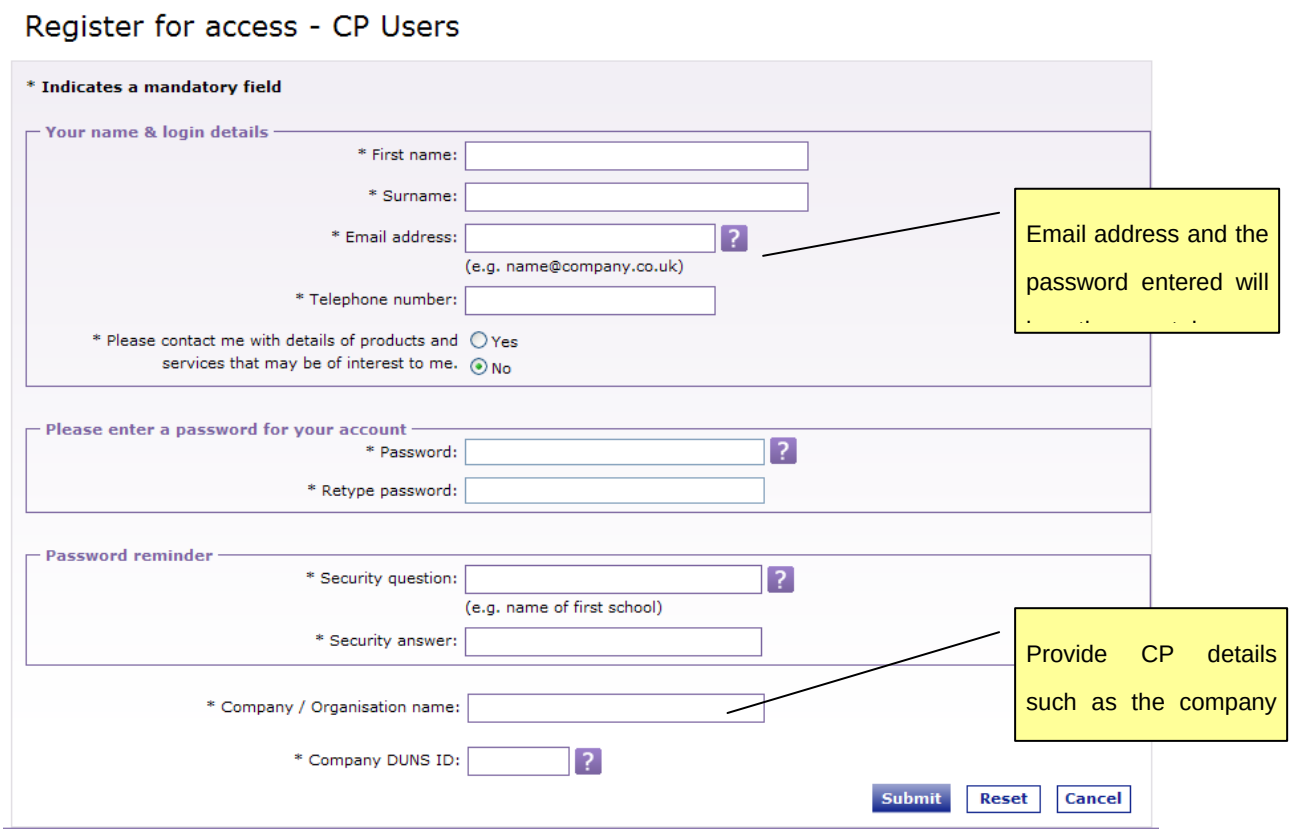

Register for access - CP Users
* Indicates a mandatory field
Your name & login details
* First name:
* Surname:
* Email address:
(e.g. name@company.co.uk)
* Telephone number:
* Please contact me with details of products and services that may be of interest to me.
Yes
No
Please enter a password for your account
* Password:
* Retype password:
Password reminder
* Security question:
(e.g. name of first school)
* Security answer:
* Company / Organisation name:
* Company DUNS ID:
Submit
Reset
Cancel
Email address and the password entered will
Provide CP details such as the company

Figure 2: Become a customer registration form

If you have not supplied valid information on this form, you will be taken to the 'Become a customer - error' page with in-line error messages against the improperly filled/empty fields (Figure 3).

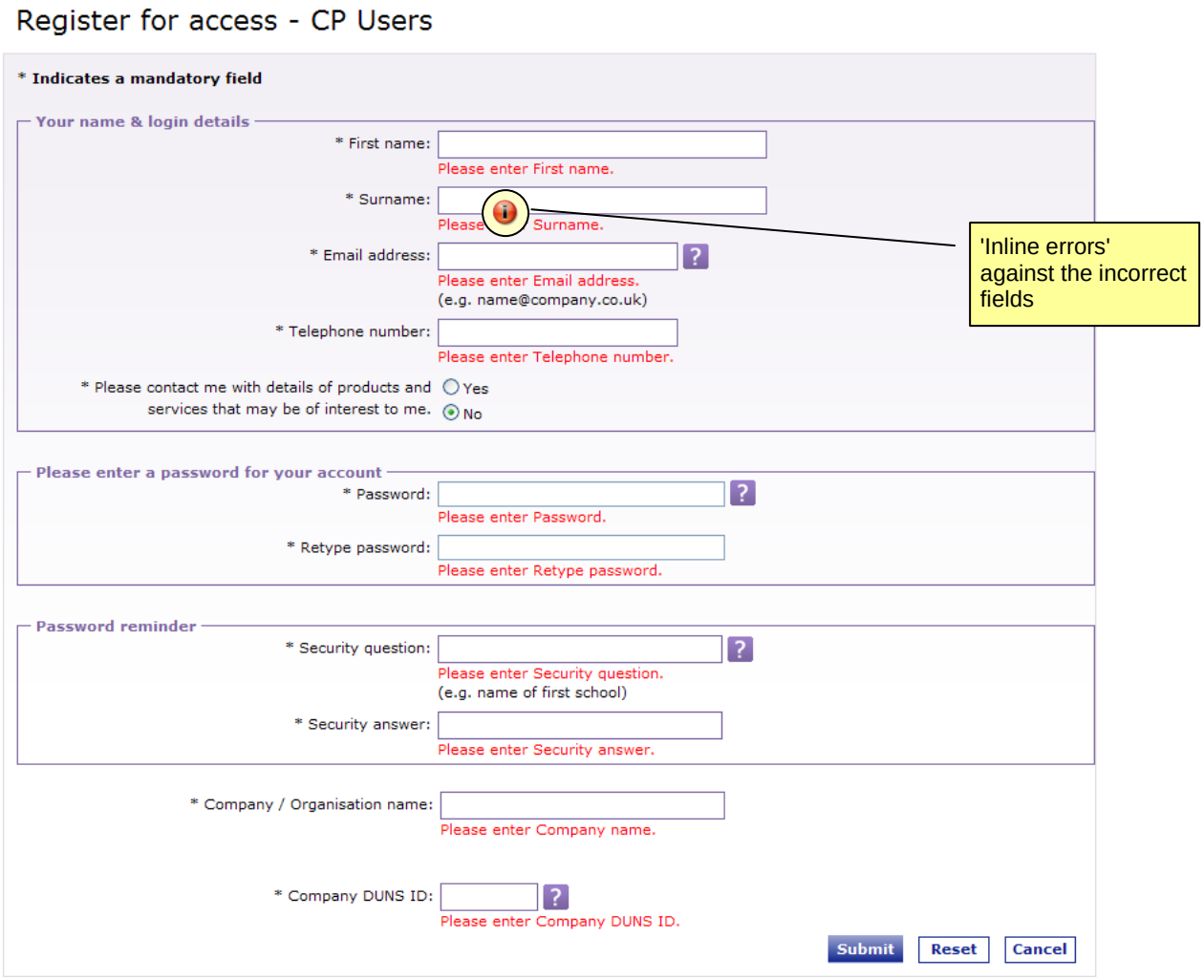


Figure 3: Become a customer registration form – error page

Step 4: After you complete the data entry, click **Submit** to be taken to the 'Confirm' page (Figure 4).

If the DUNS ID entered is an existing DUNS ID with Openreach then you have already registered in the portal. You can then confirm your company name and proceed to register for a user account.

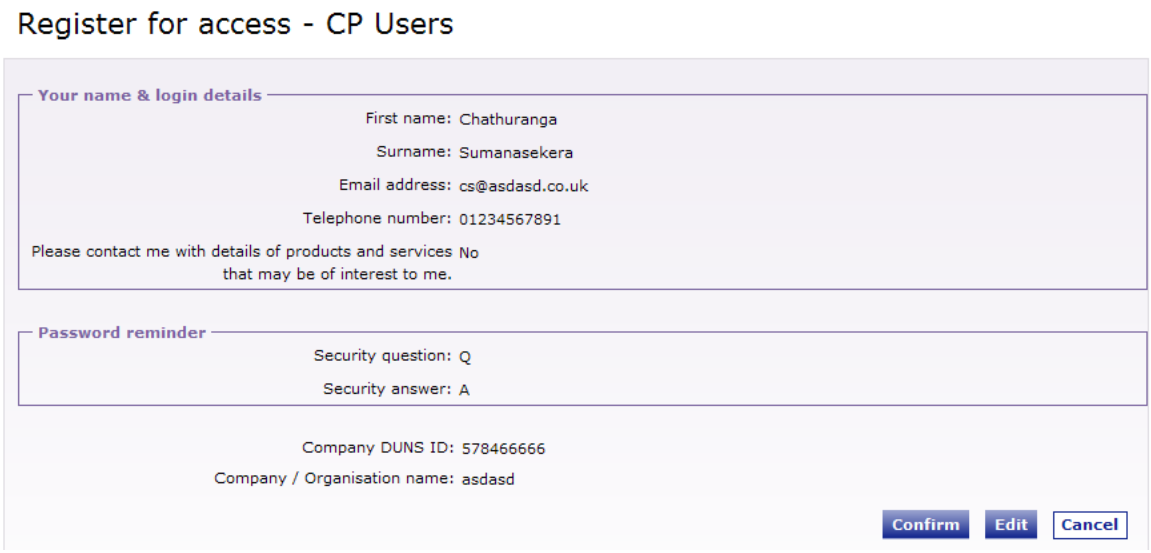


Figure 4: Customer registration form – Confirm page

Step 5: You will see the acknowledgement at the end of this process. Thereafter, once you click **Finish**, the system will automatically direct you to a temporary 'Dashboard' (Figure 6). This dashboard will have marketing collaterals for you to view and download until the CP is established and the user is changed into a permanent operational user type.

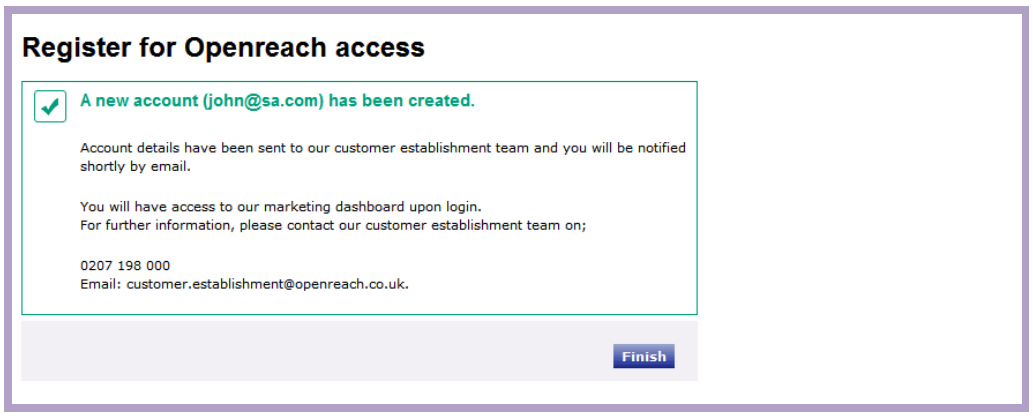

Register for Openreach access
A new account (john@sa.com) has been created.
Account details have been sent to our customer establishment team and you will be notified shortly by email.
You will have access to our marketing dashboard upon login.
For further information, please contact our customer establishment team on;
0207 198 000
Email: customer.establishment@openreach.co.uk.
Finish

Figure 5: Account creation page

Your registration request will be assessed by the OR portal helpdesk team and you will be made the CP Admin of your company. You will be notified via an email when this has been carried out.

My dashboard
Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Suspendisse congue, quam quis congue rutrum, sapien tellus laoreet felis, vitae tempor libero ipsum nec ligula. Nam eget ante. Aenean arcu nulla.
My bookmarks
Currently there are no bookmarks.
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006
Your questions answered about Openreach
Openreach is a new part of BT, which

Figure 6: Extract of the Prospect user dashboard

1.9 How do users register under my company?

Step 1: The user should open a browser and go to the Openreach site at http://www.openreach.co.uk .

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Have a question about your phone line or broadband?
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 7: Openreach home page

Step 2: Click **New user?** on the global masthead. This will take you to the Register for Access page. From here, click 'Access form' link under 'CP Users' section to view the user registration form.

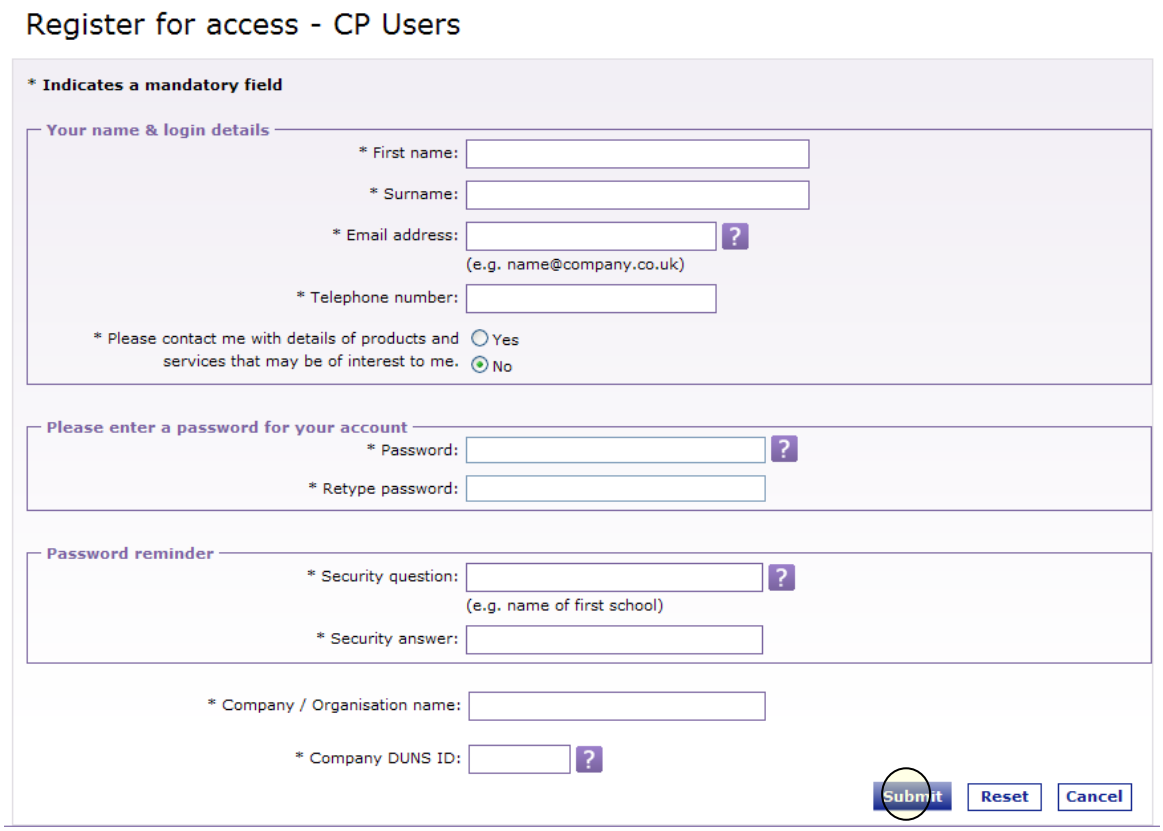


Figure 8: CP user registration

Step 3: Enter/Select data as required. * Fields are mandatory fields and cannot be left blank. Click **Submit** to continue to the next step.

- The **Reset** button clears the form.

- The **Cancel** button reverts to the home page

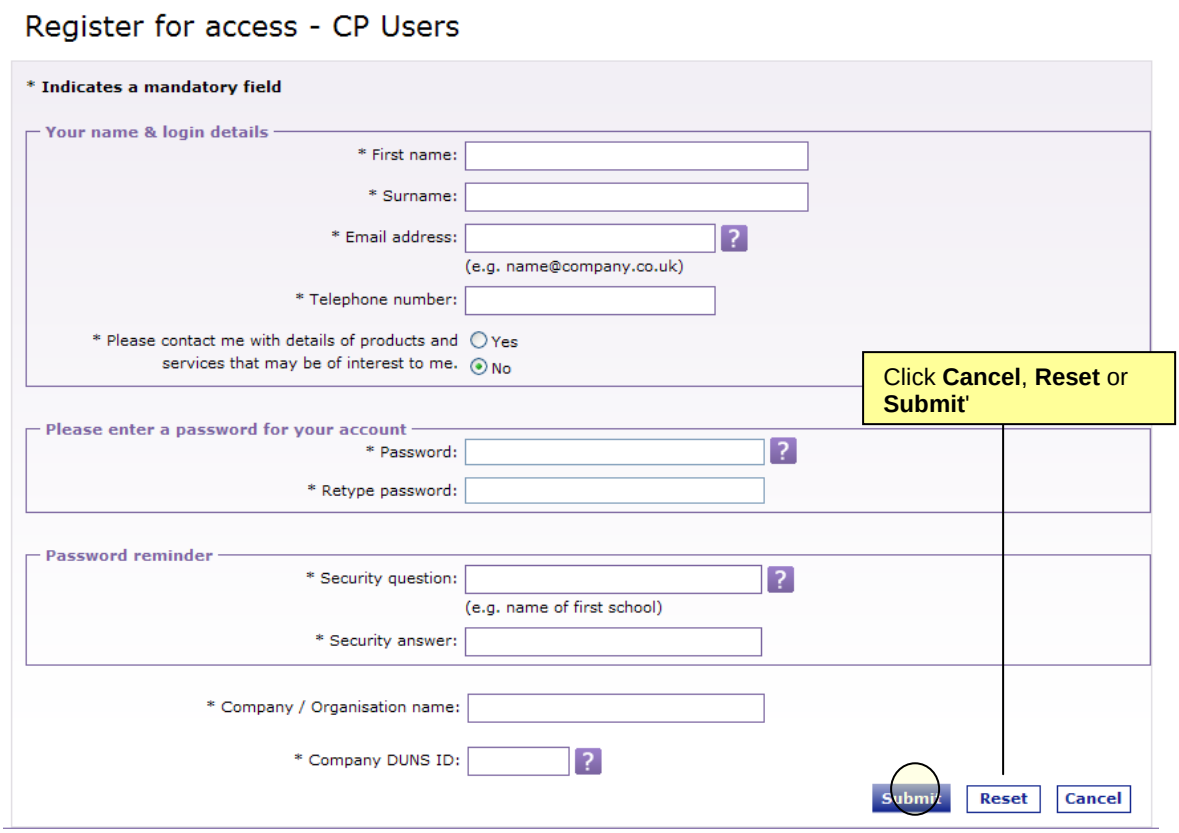


Figure 9: Openreach registration form

On providing an invalid DUNS ID, the user will be prompted with an error message "The DUNS ID he/she has entered is invalid." and prompted to re-enter the DUNS ID.

Important: If incorrect information is supplied on the form by the user, an 'error' page with in-line error messages against the incorrectly filled/empty fields will be displayed.

Step 4: Enter your company's DUNS ID and click **Submit**. You will be asked to confirm the name of the user's company with the existing name on the Openreach database (Figure 10).

If a new DUNS ID is entered by the user, the registration flow will proceed to Step 7. (In this case, the request will get forwarded to Customer Establishment Team Admin).

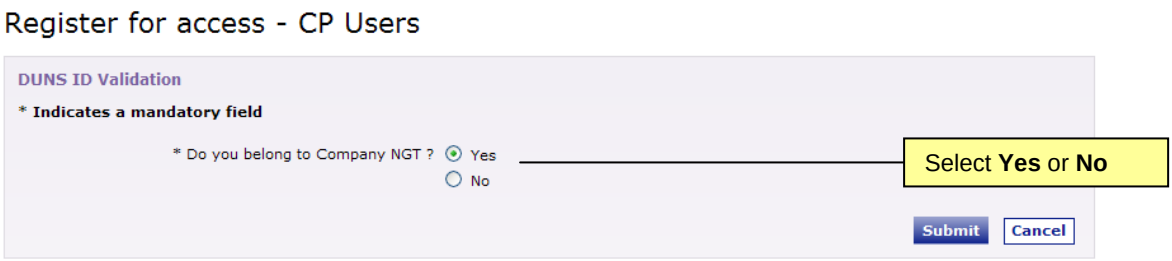


Figure 10: CP New user registration form - DUNS ID validation

Step 4.1: Selecting **Yes** will send the request to CP Admin (you) if your status is active. If your status is inactive, the request will get forwarded to the Openreach Site Admin. Your user's account needs to be activated by the administrator once it is confirmed that your user is a valid applicant (Figure 11).

Step 4.2: Selecting **No** will direct the user to a new screen giving the option to re-enter the DUNS ID or to proceed with the entered DUNS ID (Figure 12).

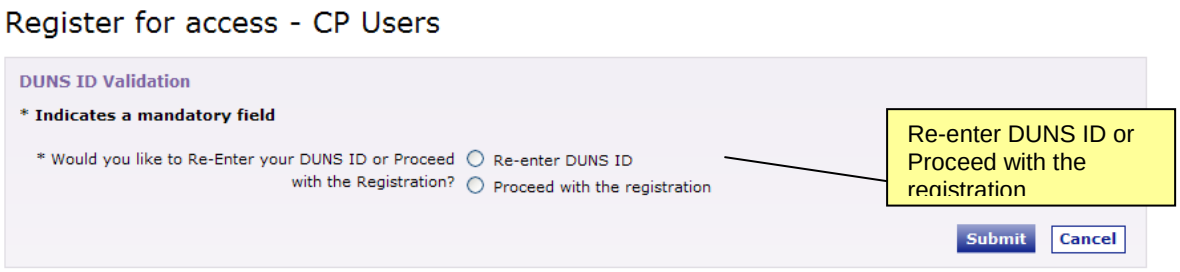

Register for access - CP Users
DUNS ID Validation
* Indicates a mandatory field
* Would you like to Re-Enter your DUNS ID or Proceed with the Registration?
Re-enter DUNS ID
Proceed with the registration
Submit
Cancel
Re-enter DUNS ID or Proceed with the registration

Figure 11: CP New registration form - DUNS ID validation confirmation

Step 5: Selecting **Re-enter DUNS ID** will guide the user to a new screen that enables the user to enter the DUNS ID again. This process will continue three times (Figure 13). If the user fails to confirm the company name after three attempts, the system will forward the registration request to the customer establishment administrator. Selecting **Proceed with the registration** will continue the registration process by executing step 6.

The screen below will be displayed for the user to re-enter the DUNS ID which is a 9-digit numeric. This will be validated against your company DUNS ID information available in the system, again to retrieve the matching company name.

Register for access - CP Users
DUNS ID Validation
* Indicates a mandatory field
* Company DUNS ID: 123456789
DUNS ID - 9 digit numeric - 8 numeric, and the last alpha character to be validated against your company

Figure 12: DUNS ID validation page

Step 6: If the information provided by the user is correct, you will be directed to the confirmation page (Figure 13).

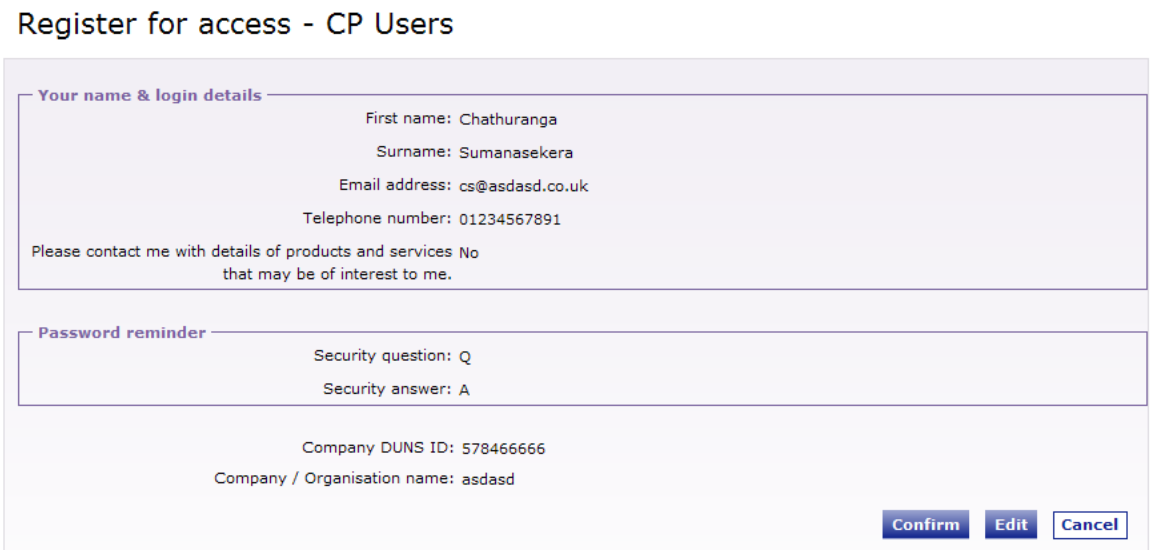


Figure 13: Openreach access registration confirmation page

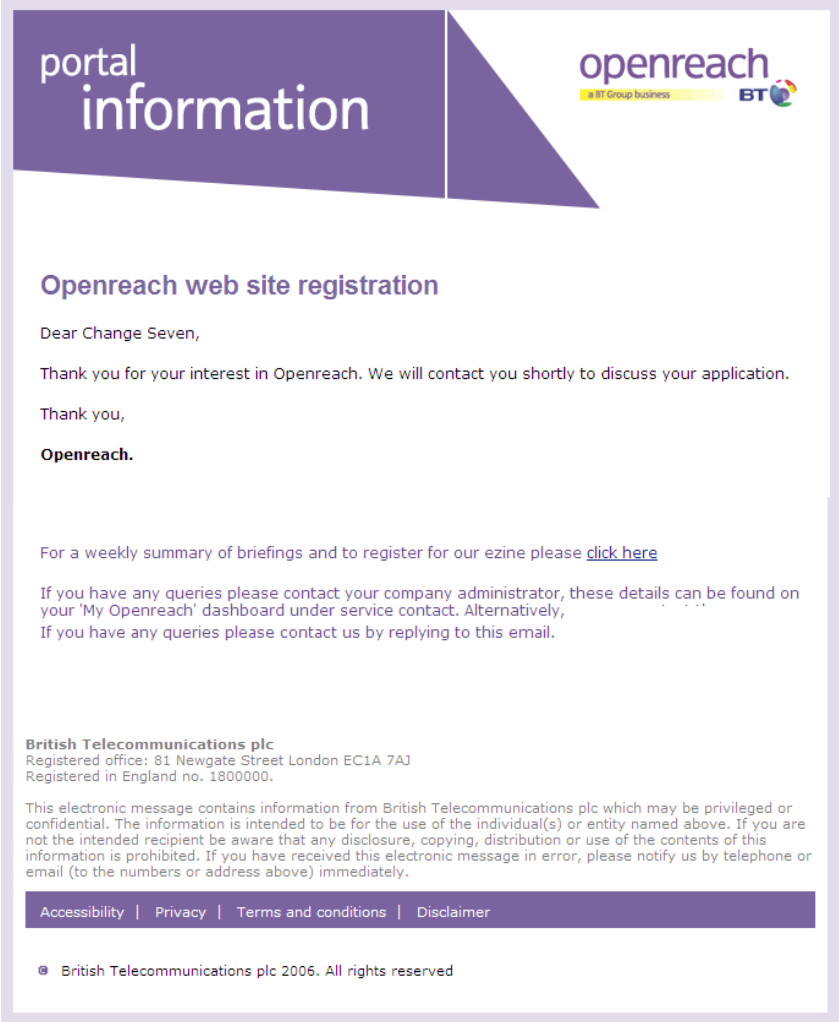
Upon submitting the information, the system will process the request accordingly and forward the request to the relevant administrator, either the Openreach Site Admin or your company's active CP Admin (you).

Step 7: An email will be sent to your user with the pending request (Figure 15).

Then you or the Openreach administrator will have to attend to the pending request and grant or deny access by making the user active and assigning the user with the relevant permissions.

Register for Openreach access
A new account dp@virtusa.com has been created.
Your account details have been sent by email to dp@virtusa.com and to your Admin. For further information you may contact your Administrator.
Finish

Figure 14: Account creation page


portal
information
openreach
a BT Group business
Openreach web site registration
Dear Change Seven,
Thank you for your interest in Openreach. We will contact you shortly to discuss your application.
Thank you,
Openreach.
For a weekly summary of briefings and to register for our ezine please click here
If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
If you have any queries please contact us by replying to this email.
British Telecommunications plc
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Accessibility | Privacy | Terms and conditions | Disclaimer
British Telecommunications plc 2006. All rights reserved

Figure 15: Email confirmation sent to the Non-Portal user

1.10 How do I log in to Openreach Portal?

Step 1: Open a browser and go to http://www.openreach.co.uk (Error! Reference source not found.).

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
official telecommunications infrastructure partner
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Have a question about your phone line or broadband?
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 16: Openreach home page

Step 2: In the login area, on the top navigation, enter the login information and click **Enter**. Alternatively, you can click **Login** on the top right hand corner. This will take you to the generic login page.

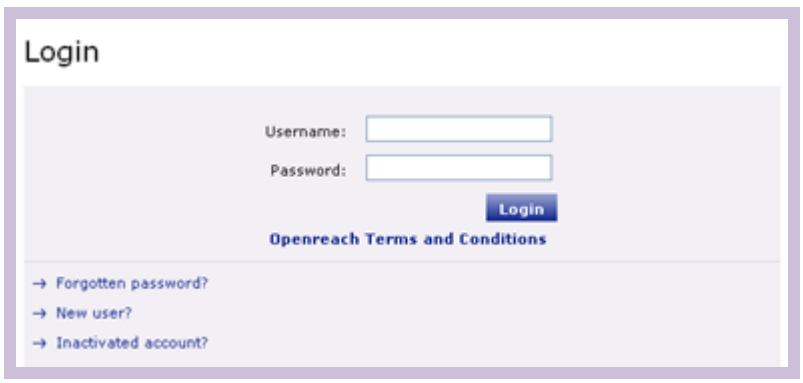


Figure 17: Portal Login – log-in page

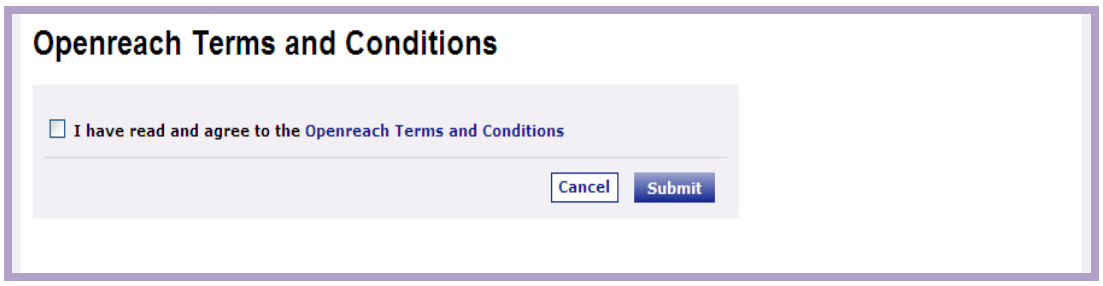


Figure 18 a: Openreach Terms and Conditions – New user

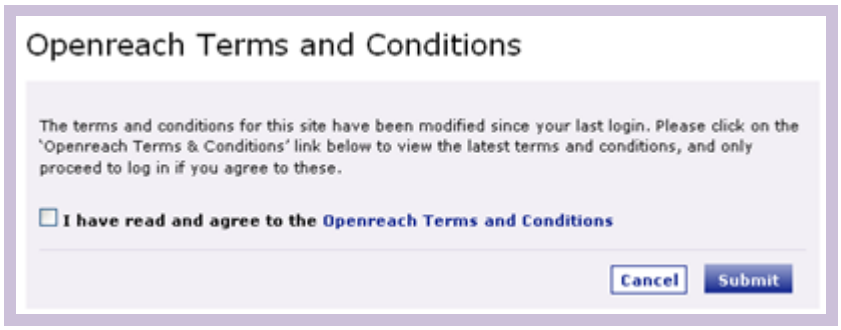

Openreach Terms and Conditions
The terms and conditions for this site have been modified since your last login. Please click on the 'Openreach Terms & Conditions' link below to view the latest terms and conditions, and only proceed to log in if you agree to these.
I have read and agree to the Openreach Terms and Conditions
Cancel
Submit

Figure 198 b: Openreach Terms and Conditions - T&C page content modified

Step 3: The user is directed to Openreach Terms and conditions page only if the user is a new user or if the Terms and conditions page has been modified. Openreach Terms and conditions page will not be displayed to a regular user. Upon acceptance of these Terms and conditions the user will be directed to the dashboard.

Step 4: The Dashboard then loads with a link called **CP Admin** on the left navigation in the 'My tools' tile (**Error! Reference source not found.**).

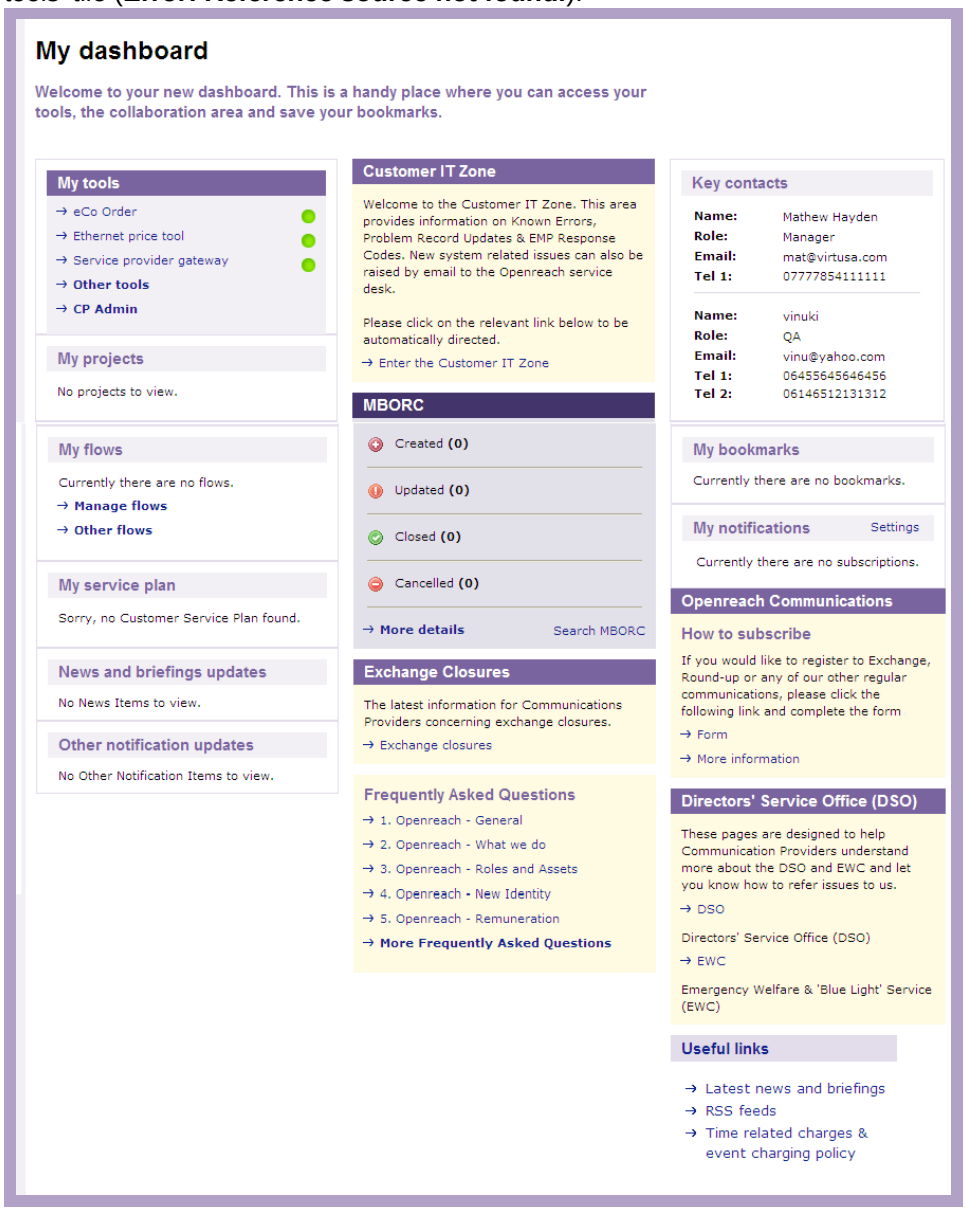

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
→ eCo Order
→ Ethernet price tool
→ Service provider gateway
→ Other tools
→ CP Admin
My projects
No projects to view.
My flows
Currently there are no flows.
→ Manage flows
→ Other flows
My service plan
Sorry, no Customer Service Plan found.
News and briefings updates
No News Items to view.
Other notification updates
No Other Notification Items to view.
Customer IT Zone
Welcome to the Customer IT Zone. This area provides information on Known Errors, Problem Record Updates & EMP Response Codes. New system related issues can also be raised by email to the Openreach service desk.
Please click on the relevant link below to be automatically directed.
→ Enter the Customer IT Zone
MBORC
Created (0)
Updated (0)
Closed (0)
Cancelled (0)
→ More details
Search MBORC
Exchange Closures
The latest information for Communications Providers concerning exchange closures.
→ Exchange closures
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
Key contacts
Name: Mathew Hayden
Role: Manager
Email: mat@virtusa.com
Tel 1: 07777854111111
Name: vinuki
Role: QA
Email: vinu@yahoo.com
Tel 1: 06455645646456
Tel 2: 06146512131312
My bookmarks
Currently there are no bookmarks.
My notifications
Settings
Currently there are no subscriptions.
Openreach Communications
How to subscribe
If you would like to register to Exchange, Round-up or any of our other regular communications, please click the following link and complete the form
→ Form
→ More information
Directors' Service Office (DSO)
These pages are designed to help Communication Providers understand more about the DSO and EWC and let you know how to refer issues to us.
→ DSO
Directors' Service Office (DSO)
→ EWC
Emergency Welfare & 'Blue Light' Service (EWC)
Useful links
→ Latest news and briefings
→ RSS feeds
→ Time related charges & event charging policy

Figure 19: My dashboard

User name: The user name will be the email address that was entered by you during registration. This will be unique to you and will be validated against the password provided.

Password: The password must have at least 8 characters, of which at least one character must be a number. Passwords are case sensitive. Choose a password that you can easily remember, but which is difficult for someone else to guess.

Do not disclose your password to anyone. If you write down the password, store it in a safe place. For security reasons, passwords must be changed within 90 days to prevent the account from being locked.

1.10.1 Can't remember your password?

A request for a password can be made from the system if the password has been forgotten. You can use the secret question and answer to receive a new password via email.

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
official telecommunications infrastructure partner
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Have a question about your phone line or broadband?
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 20: Openreach home page

Step 1: Click the **Forgotten password?** link on the Openreach home page (**Error! Reference source not found.**). The 'Password reminder' page (Figure 21) will load, activating step 1 of the 'Password reminder' wizard.

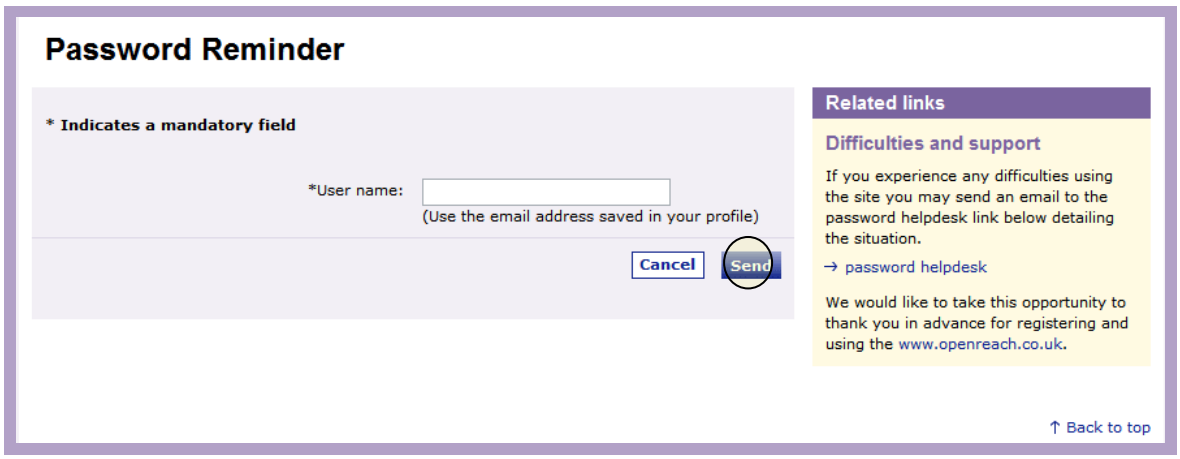

Password Reminder
* Indicates a mandatory field
*User name:
(Use the email address saved in your profile)
Cancel
Send
Related links
Difficulties and support
If you experience any difficulties using the site you may send an email to the password helpdesk link below detailing the situation.
→ password helpdesk
We would like to take this opportunity to thank you in advance for registering and using the www.openreach.co.uk.
↑ Back to top

Figure 21: Password reminder

Step 2: Enter the user name in the text box provided and click **Send** (Figure 21). You will be taken to step 2 of the 'Password reminder' wizard.

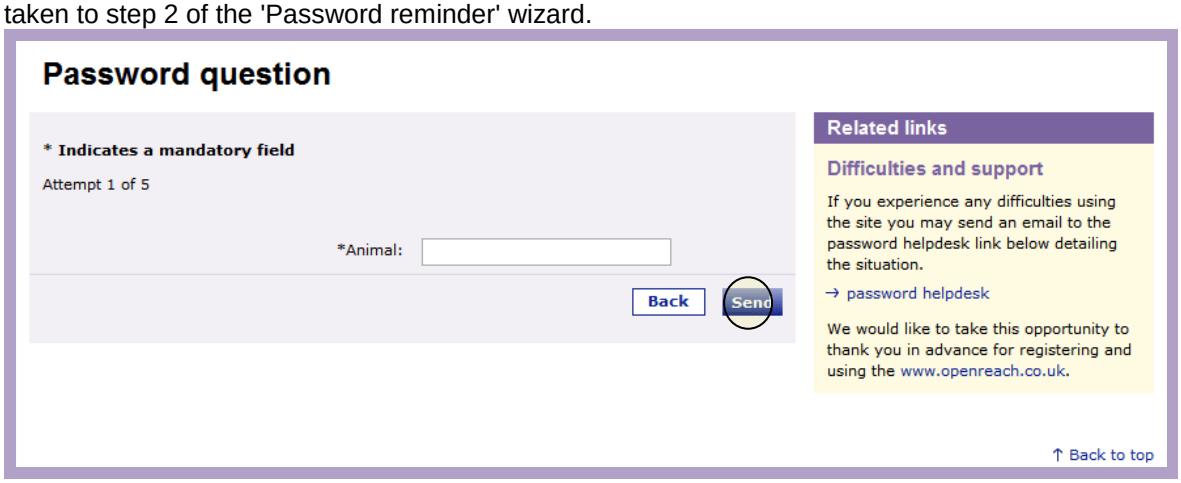

Password question
* Indicates a mandatory field
Attempt 1 of 5
*Animal:
Back
Send
Related links
Difficulties and support
If you experience any difficulties using the site you may send an email to the password helpdesk link below detailing the situation.
→ password helpdesk
We would like to take this opportunity to thank you in advance for registering and using the www.openreach.co.uk.
↑ Back to top

Figure 22: Password question

Step 3: Enter the answer to the question posed by the system (Figure 22) in the text box provided and click **Send**. If the answer is correct, step 3 of the 'Password reminder' wizard will be initiated. If your answer is incorrect, the system will prompt again for the correct answer.

The answer to the question is the answer provided by you to the secret question during the registration process.

After five attempts, your user name will get locked because the system will treat it as a security breach.

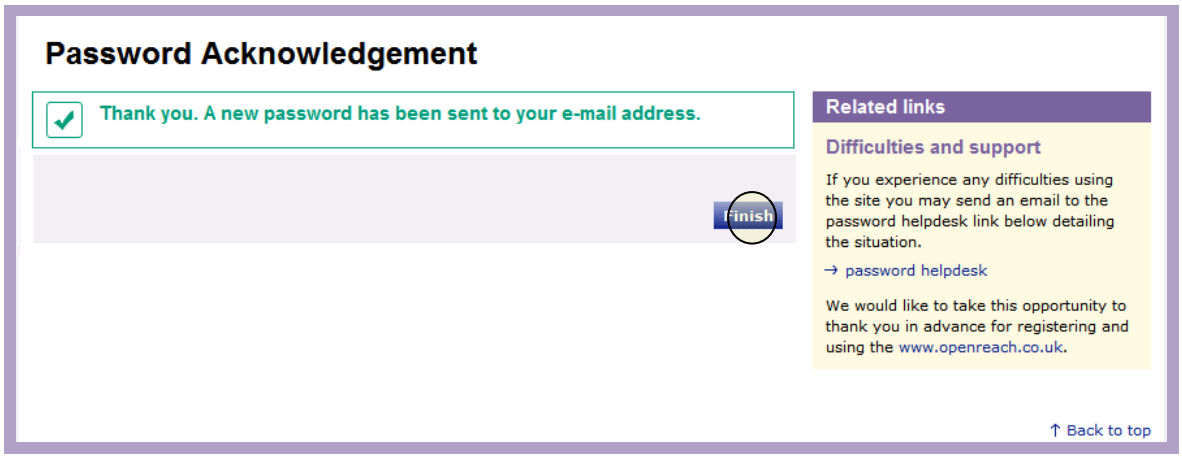
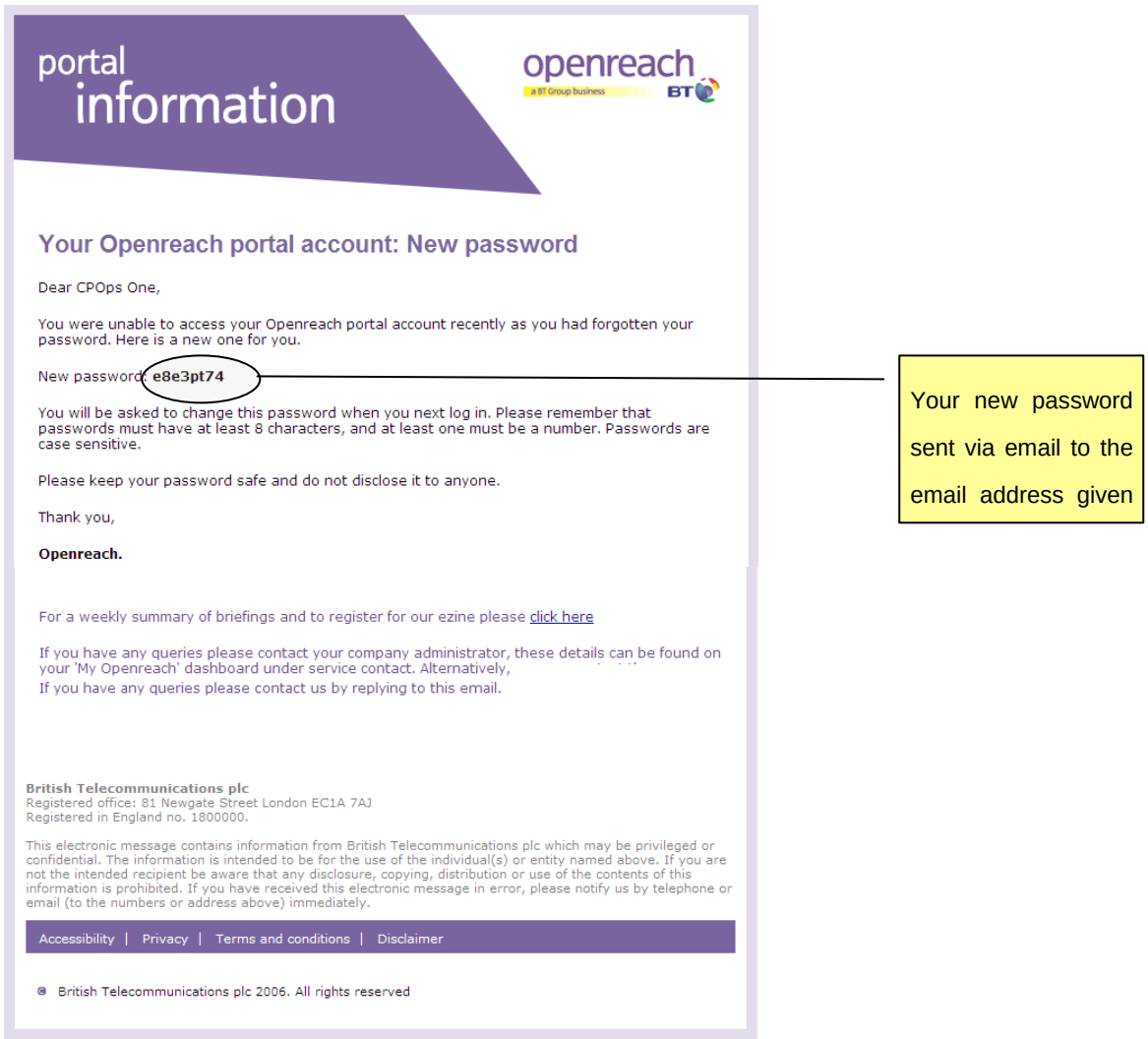

Password Acknowledgement
Thank you. A new password has been sent to your e-mail address.
finish
Related links
Difficulties and support
If you experience any difficulties using the site you may send an email to the password helpdesk link below detailing the situation.
→ password helpdesk
We would like to take this opportunity to thank you in advance for registering and using the www.openreach.co.uk.
↑ Back to top

Figure 23: Password acknowledgement

Step 4: Input and confirmation of the correct security answer will result in the display of the 'Password acknowledgement' page (Figure 23). This will also initiate an email being sent to the email address provided at registration (Figure 24).


portal information
openreach
a BT Group business
Your Openreach portal account: New password
Dear CPOps One,
You were unable to access your Openreach portal account recently as you had forgotten your password. Here is a new one for you.
New password: e8e3pt74
You will be asked to change this password when you next log in. Please remember that passwords must have at least 8 characters, and at least one must be a number. Passwords are case sensitive.
Please keep your password safe and do not disclose it to anyone.
Thank you,
Openreach.
For a weekly summary of briefings and to register for our ezine please click here
If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
If you have any queries please contact us by replying to this email.
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Registered in England no. 1800000.
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Accessibility | Privacy | Terms and conditions | Disclaimer
British Telecommunications plc 2006. All rights reserved
Your new password sent via email to the email address given

Figure 24: Text of the email sent with the system generated password

The password sent via email by the system should be changed on the first login.

How do I log in to the Openreach Portal with the new password?

Step 1: Open a browser and go to http://www.openreach.co.uk

Step 2: In the login area, enter the user name and the new password provided in the email and click **login**. The 'Password reminder – change password' page will load (Figure 25).

Password change
* Indicates a mandatory field
Your name & login details
User name:
sniyas@virtusa.com
*Password:
It must be a minimum of 8 characters.
Passwords must consist of a mix of upper and lower case characters, a number and a non-alphanumeric character.
Must not be the same as the username.
*New password:
*Confirm password:
Enter the new password, confirm by retyping and click Send
Cancel
Reset
Send
Accessibility | Privacy | Terms and conditions | Disclaimer

Figure 25: Password reminder – change Password page

Choose a new password that has at least 8 characters, and contains mix of upper and lower case characters, a number and a non alphanumeric character. Must not be the same as the User name.

Step 3: Enter the new password, confirm by retyping it, and click **Send**.

Step 4: If the passwords were entered correctly, the 'Acknowledgement – password changed' page (Figure 27) will load. If incorrect, the 'Password reminder – password error' page (Figure 26) with error messages displayed against the corresponding fields will load.

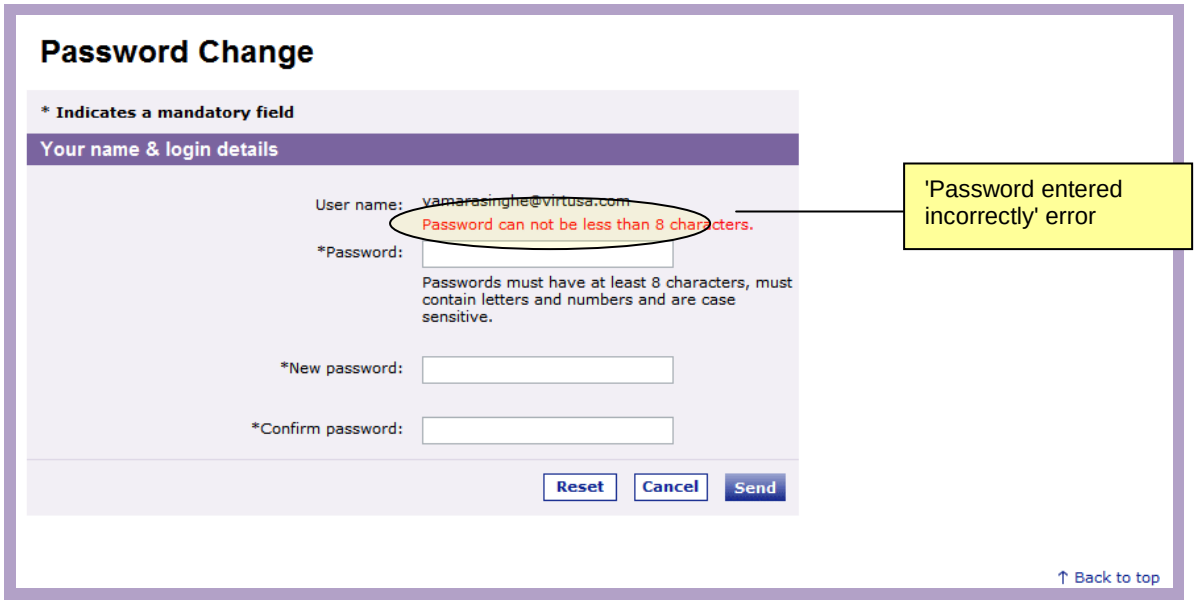


Figure 26: Password reminder – password error

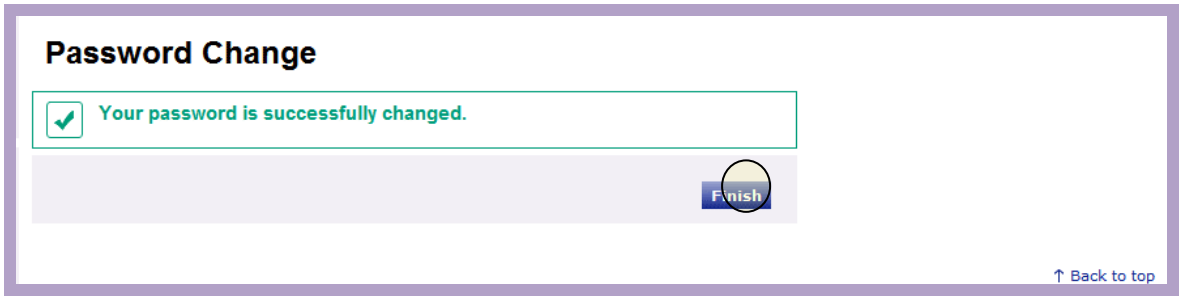


Figure 27: Acknowledgement – password changed page

Step 5: Click **Finish** to proceed to the Dashboard.

The list of applications displayed will contain only those applications accessible to the user logged in.

1.10.2 What happens when my login session expires?

Portal login sessions are handled by SiteMinder. When your session has expired and you try to access a controlled page, the system will redirect you to the login page. You will need to re-login to access controlled pages.

You may receive an application timeout while you are accessing an application. In this event, you will be directed to an error page that has the link to the login page for you to re-login (Figure 29).

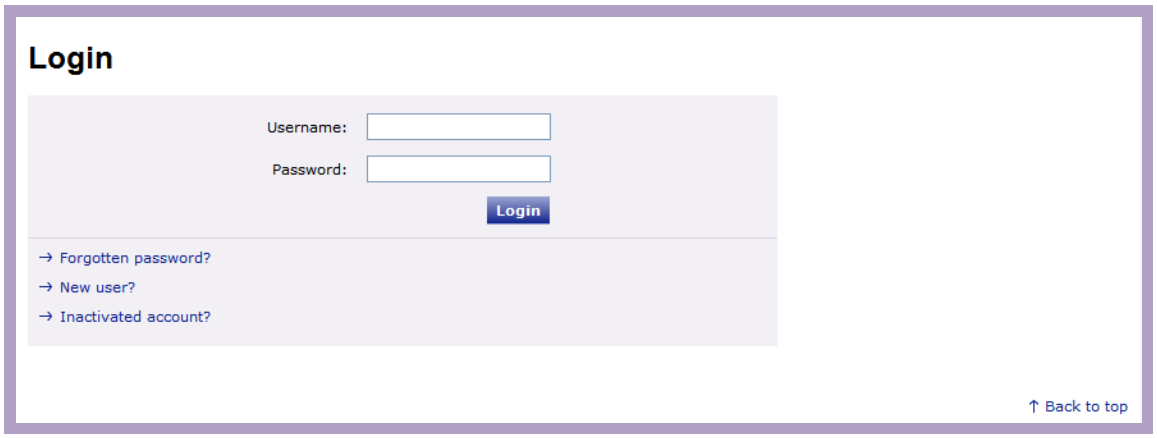


Figure 28: Portal Login – log-in page when a session expires

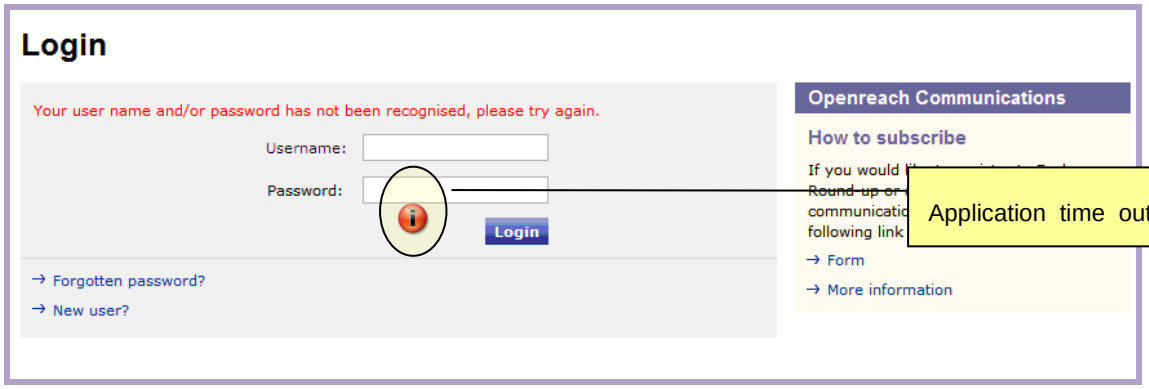


Figure 29: Application timeout error page

2 Dashboard

2.1 What is CP Admin dashboard?

After you successfully log into the portal, your CP Admin dashboard will be displayed (**Error! Reference source not found.**).

Click the **CP Admin** link in the 'My tools' tile on the left hand navigation of the dashboard to be taken to the 'CP Admin (your) home' page.

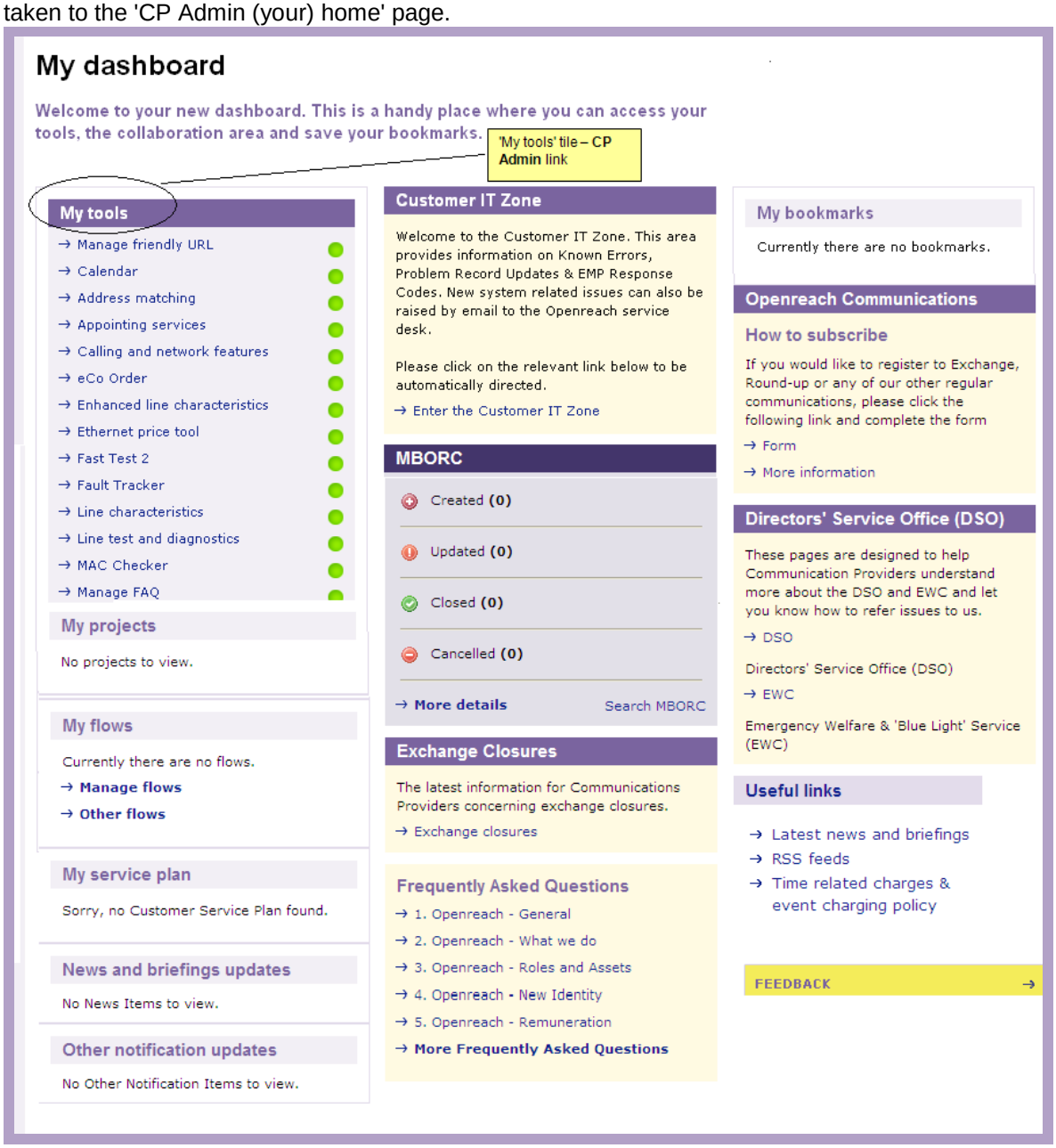

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
'My tools' tile – CP Admin link
My tools
→ Manage friendly URL
→ Calendar
→ Address matching
→ Appointing services
→ Calling and network features
→ eCo Order
→ Enhanced line characteristics
→ Ethernet price tool
→ Fast Test 2
→ Fault Tracker
→ Line characteristics
→ Line test and diagnostics
→ MAC Checker
→ Manage FAQ
My projects
No projects to view.
My flows
Currently there are no flows.
→ Manage flows
→ Other flows
My service plan
Sorry, no Customer Service Plan found.
News and briefings updates
No News Items to view.
Other notification updates
No Other Notification Items to view.
Customer IT Zone
Welcome to the Customer IT Zone. This area provides information on Known Errors, Problem Record Updates & EMP Response Codes. New system related issues can also be raised by email to the Openreach service desk.
Please click on the relevant link below to be automatically directed.
→ Enter the Customer IT Zone
MBORC
Created (0)
Updated (0)
Closed (0)
Cancelled (0)
→ More details
Search MBORC
Exchange Closures
The latest information for Communications Providers concerning exchange closures.
→ Exchange closures
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
My bookmarks
Currently there are no bookmarks.
Openreach Communications
How to subscribe
If you would like to register to Exchange, Round-up or any of our other regular communications, please click the following link and complete the form
→ Form
→ More information
Directors' Service Office (DSO)
These pages are designed to help Communication Providers understand more about the DSO and EWC and let you know how to refer issues to us.
→ DSO
Directors' Service Office (DSO)
→ EWC
Emergency Welfare & 'Blue Light' Service (EWC)
Useful links
→ Latest news and briefings
→ RSS feeds
→ Time related charges & event charging policy
FEEDBACK →

Figure 30: My dashboard

The main tiles on the CP Admin dashboard are as follows.

My Views: This provides the user with the opportunity to browse the product information on the Openreach portal from a customised view. This is achieved through setting a default view (out of the four views available – Business, Process, Technical or View All) and specifying your default product type (e.g. Business Ethernet, Local Loop Unbundling (LLU), etc). The 'Take me to my view' link allows you to access that default view of the default product type. However, you can at anytime change these settings (by clicking 'Change my default settings') and also switch views while browsing information.

My Tools: This will provide links to all dialogue services and other applications/tools as well as a link to the 'CP Admin home (your home)' page.

My Projects: A list of all the projects that the user has access to will also be displayed in the same tile under the heading 'My projects'. This should be linked to individual project home pages.

Contents of this tile will be system generated and can be different for each user. When there are no projects for a user, the system displays the "No projects to view" message.

My Flows: The flows allow the user to execute a business transaction comprising several dialogue services in a single transaction thus saving time and effort. This will list down all the flows that are applicable to you or created by you. This will also provide two links, **Manage flows** that enables you to create and edit workflows, and **Other flows** that lists all flows.

News and Briefings Updates: The three most recent news and briefings will be displayed in this tile. As soon as a new item of news and briefings is added in the main news and briefings pages, this tile will be updated automatically. The content in this tile remains the same for all users. Once users navigate in to the details, user has the facility to download the news & briefings content in PDF format.

Other Notifications Updates: This will show the update notifications headings. You can click the heading to view the full update.

Key Contacts: This tile will have a list of contacts that a given CP user could contact if and when required.

Customer IT Zone: This tile contain links to several IT related applications. The functionality of these applications are either allow users to raise an issue to the Openreach service desk or providing updated views of RAD components, EMP error codes, Problem record status and

Known errors.

My Bookmarks: This tile will have a list of all the bookmarks that you have. You will be able to add pages to the bookmarks list by clicking the relevant link on top of the page. Bookmarks will appear as links and the text will be the page title as defined in the CMS (Content Management System). Each of the bookmarks will have a link next to it to remove the bookmark from the tile. Bookmarks could be removed from the relevant page, where there is a link **Remove bookmark**.

My Notifications: This will display the subscribed notification categories. You can select **settings** to edit your preferences, or go to 'more notifications' to see all subscribed categories.

Frequently Asked Questions (FAQ): Answers to most frequently asked queries will be displayed here. Content for this tile is entered by the CMS user and is the same for all dashboard views. Locations of these tiles can vary from time to time. They depend on how the CMS content authors place the tiles on pages before a content deployment.

Last log-in details:

Figure 31 - Last login details displayed on dashboard

The last login details should be reflected in the dashboard, as per formats below;
If the last login is successful;

Your last login on DD/MM/YYYY hh:mm:ss was successful (Time will be shown in 24 hour format)
If the last login is unsuccessful;
Your last login on DD/MM/YYYY hh:mm:ss was unsuccessful (Time will be shown in 24 hour format)

2.1.1 What is the 'CP Admin home' page?

The CP Admin home page has the open request accesses to the dialogue services, portal application, secure content, etc. in a table as a link (Figure 31). CP Admin users can click these links and grant the required access rights to the users. When this page does not have any pending requests, it shows the message "There are no open requests available" as in Figure 32.

Figure 31: CP Admin home page – with pending requests

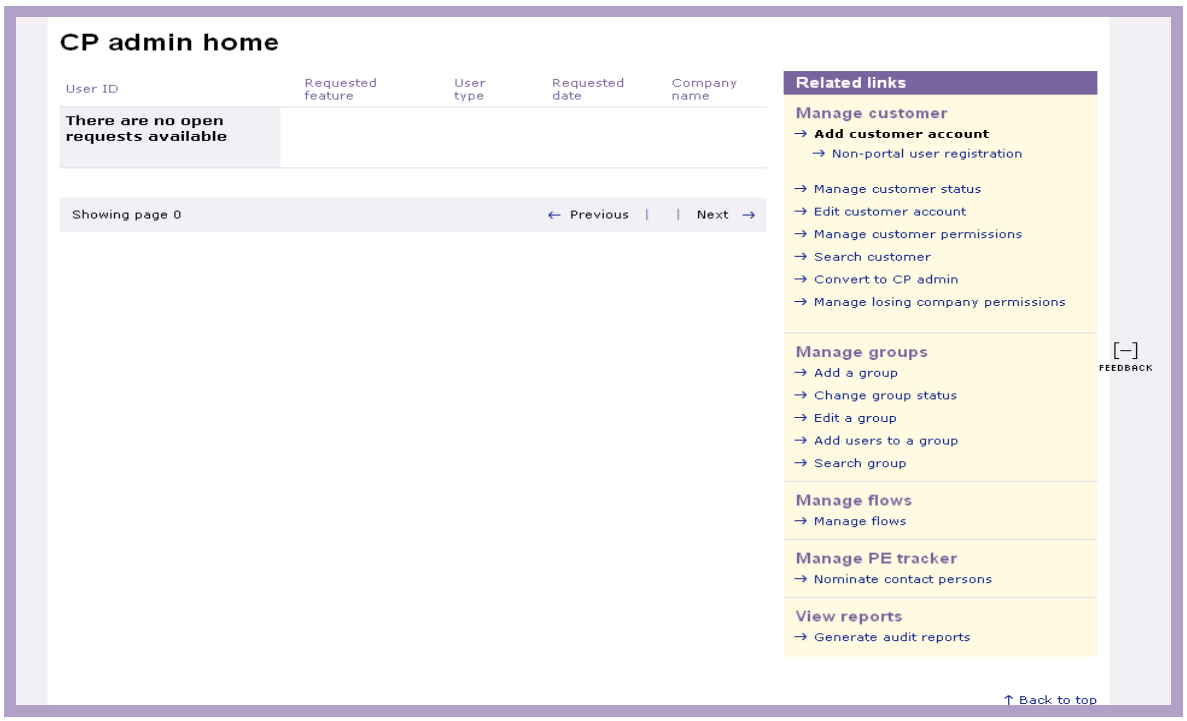


Figure 32: CP Admin home page – without pending requests

This page contains the 'Related links' tile which contains many links for the following CP Admin features (Figure 31 and Figure 32).

Table 1: 'Related Links' – features

Section	Related Link Name	Feature
Manage customer	Add customer account -> Non-portal user registration	This takes you to the non-portal user registration form to add new users to the company. (Refer section 2.3 for details.)
	Manage customer status	You can manage users by changing their states, user types etc.
	Edit customer account	Change your users' profile
	Manage customer permissions	You can manage permissions granting for users and denying permissions for portal applications.
	Search customer	Search for users
	Convert to CP Admin	You can make an existing user a peer CP Admin
	Manage losing company permissions	This link will be activated if your company acquires another CP company. You can manage the users of the newly acquired company using this link.
Manage groups	Add a group	You can create user groups and assign group permissions
	Change group status	Manage group status from 'active' to 'inactive'
	Edit a group	Edit group permissions
	Add users to a group	Add users to an existing group
	Search group	Search for groups by permission type or by name and other criteria
Manage flows	Manage flows	Add, edit and manage workflows
View reports	Generate audit reports	View audit reports of user profile changes and permission changes

The sections below provide detailed information about each sub feature.

3 User Management

3.1 CP User Types and Functions

Table 2 - User types and role

	CP Admin	CP Operations	CP Business Manager (CPBM)	Reseller
Administered by	Site Admin	CP Admin or Site Admin	CP Admin or Site Admin	CP Admin or Site Admin
Administers	CP Operations	None	None	None
Requests Sent to	Site Admin	CP Admin	Site Admin	CP Admin
Receives Requests from	CP Operations	None	None	None

	CP Admin	CP Operations	CP Business Manager (CPBM)	Reseller
Registration Process	CP Admins can register through the Web Registration form or be registered on the portal by the Site Admin. Each CP Admin must have a unique DUNS ID.	CP Ops Users can register through the Web Registration form or be registered on the portal by their respective CP Admin. If the user is registering through the Web, the user has to enter the user's DUNS ID to complete the registration process. If the DUNS ID is recognised by the system, the request is sent to the respective CP Admin. If the DUNS ID is not recognised, the request is sent to the Site Admin who should get in touch with the user using an offline process before proceeding with adding the user to the system.	CBM Users can register through the Web Registration form or be registered on the portal by the Site Admin. If the user is registering through the Web, the user has to enter the user's Openreach DUNS ID to complete the registration process. The request is sent to the Site Admin who will proceed with adding the user to the system. Note: The CBMs user type cannot be changed.	Reseller users can register through the Web Registration form or be registered on the portal by their respective CP Admin. If the user is registering through the Web, the user has to enter the user's DUNS ID to complete the registration process. If the DUNS ID is recognised by the system, the request is sent to the respective CP Admin. If the DUNS ID is not recognised, the request is sent to the Site Admin who should get in touch with the user using an offline process before proceeding with adding the user to the system.

	CP Admin	CP Operations	CP Business Manager (CPBM)	Reseller
Manages	The CP Admins manage the CP Ops Users who have the same DUNS ID.	None	None	None
Initial state at registration request (use type)	Prospect (Managed by the CE Admin)	Non-portal CP	Non-portal CP	Non-portal CP
Auto provisioned at registration	Yes, and directed the user to the Prospect dashboard	No	No	No

3.2 How do I create a new user in the portal?

The steps to create a new user in the portal and to assign the user with a user type, access rights and the user groups, are as follows:

Step 1: Go to your home page ('CP Admin home' page) and click the **Add customer account** link on the right navigation (Figure 33)

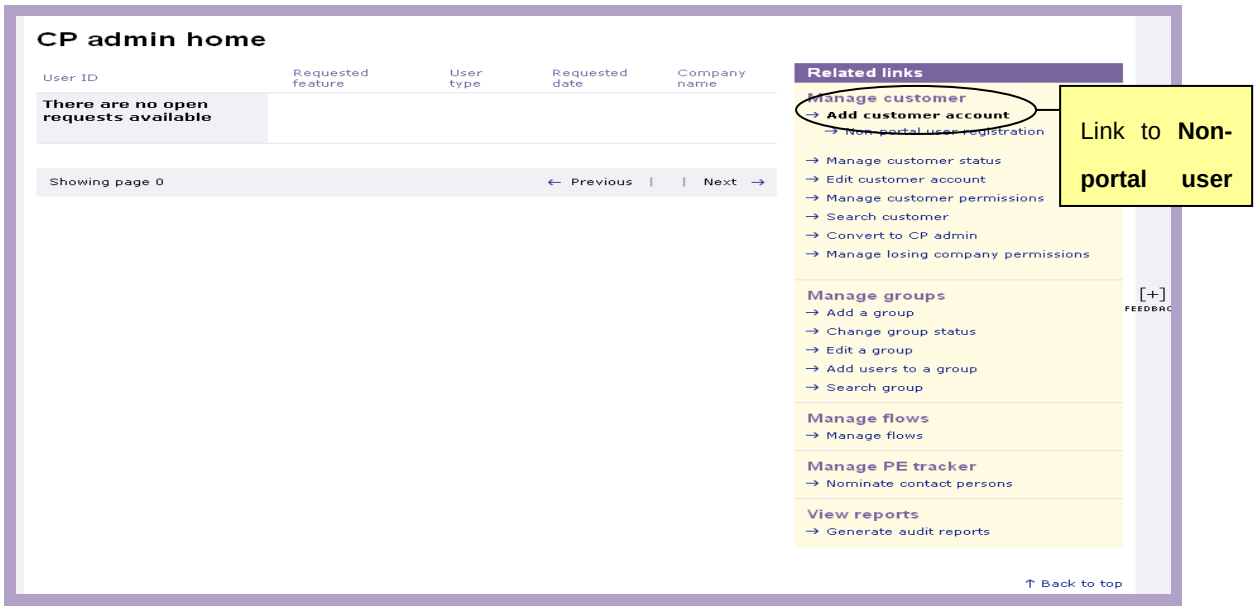


Figure 332: Your home page (CP Admin home page)

Step 2: The non portal user registration form will then load. Enter/Select details as required in the form. Mandatory fields are marked with * and cannot be left blank. If required, the form can be cleared by clicking **Reset** (Figure 34).

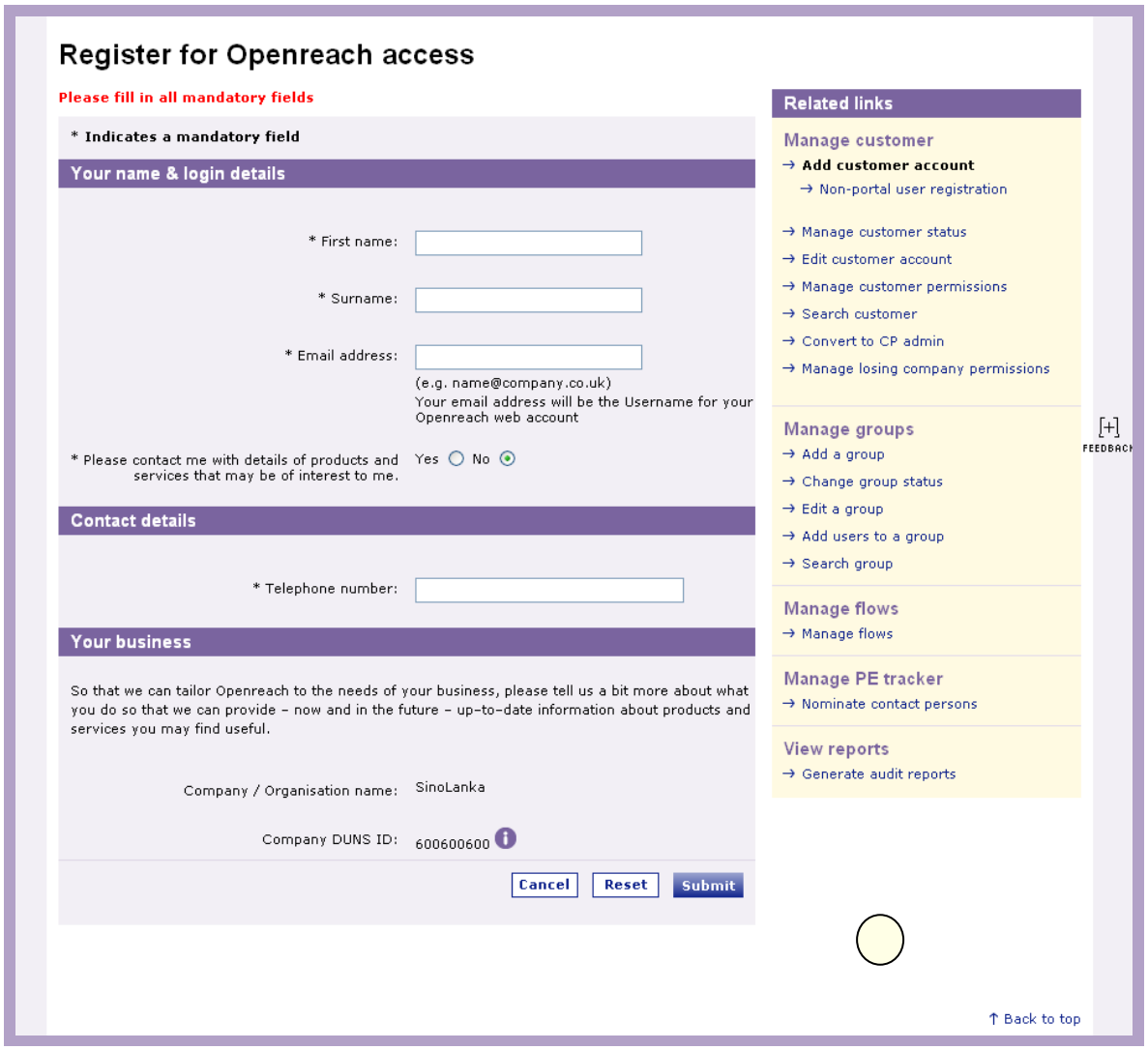

Register for Openreach access
Please fill in all mandatory fields
* Indicates a mandatory field
Your name & login details
* First name:
* Surname:
* Email address:
(e.g. name@company.co.uk)
Your email address will be the Username for your Openreach web account
* Please contact me with details of products and services that may be of interest to me.
Yes
No
Contact details
* Telephone number:
Your business
So that we can tailor Openreach to the needs of your business, please tell us a bit more about what you do so that we can provide - now and in the future - up-to-date information about products and services you may find useful.
Company / Organisation name:
SinoLanka
Company DUNS ID:
600600600
Cancel
Reset
Submit
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage flows
→ Manage flows
Manage PE tracker
→ Nominate contact persons
View reports
→ Generate audit reports
[+]
FEEDBACK
↑ Back to top

Figure 343: The non portal user registration form

Step 3: Click **Submit** to proceed with the registration (Figure 34). The system at this point will validate all information entered by you, checking whether it is in the required format. You may click **Confirm** to confirm the details.

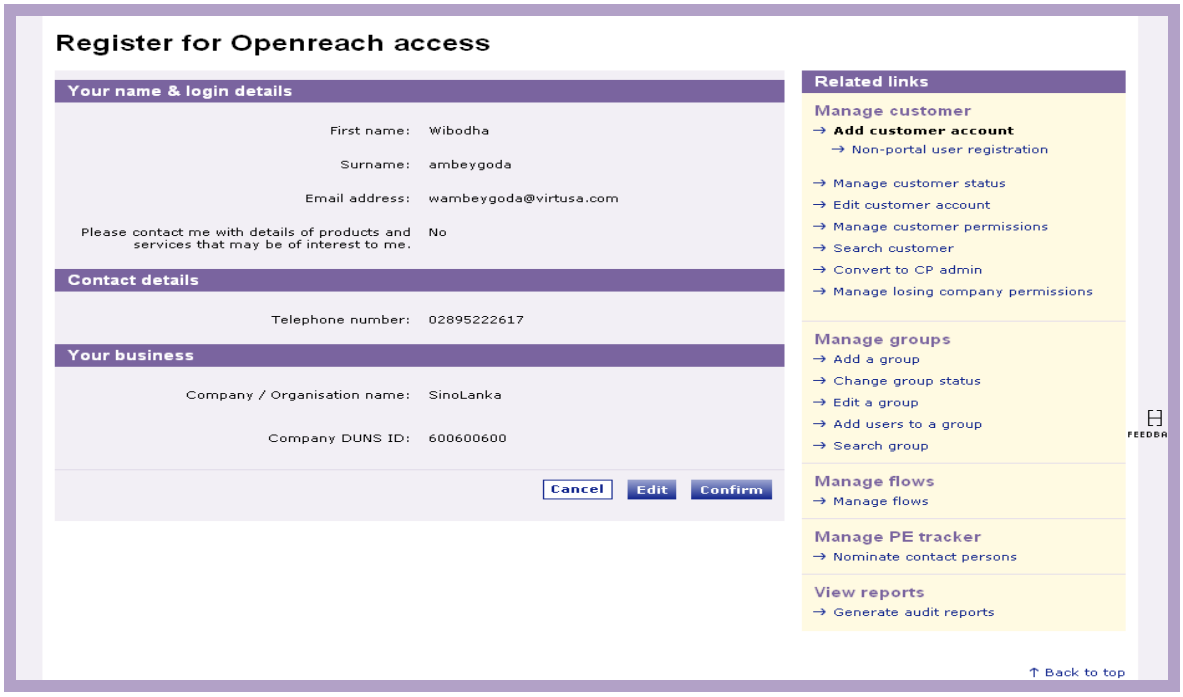


Figure 35: Non portal user registration confirmation page

Upon submitting the information, you will be taken to the 'Manage Customer Status' page to activate the user account (Figure 36).

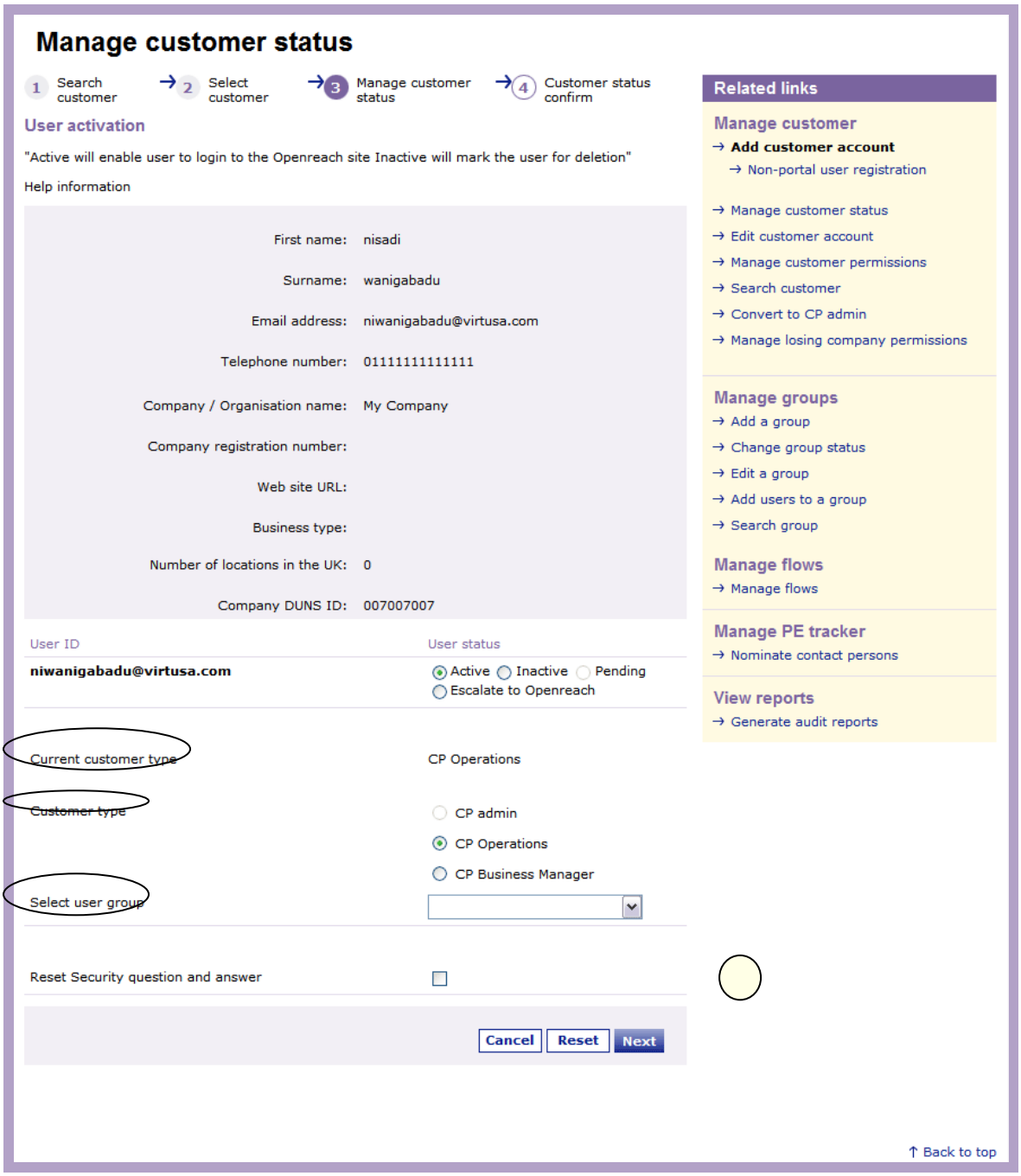
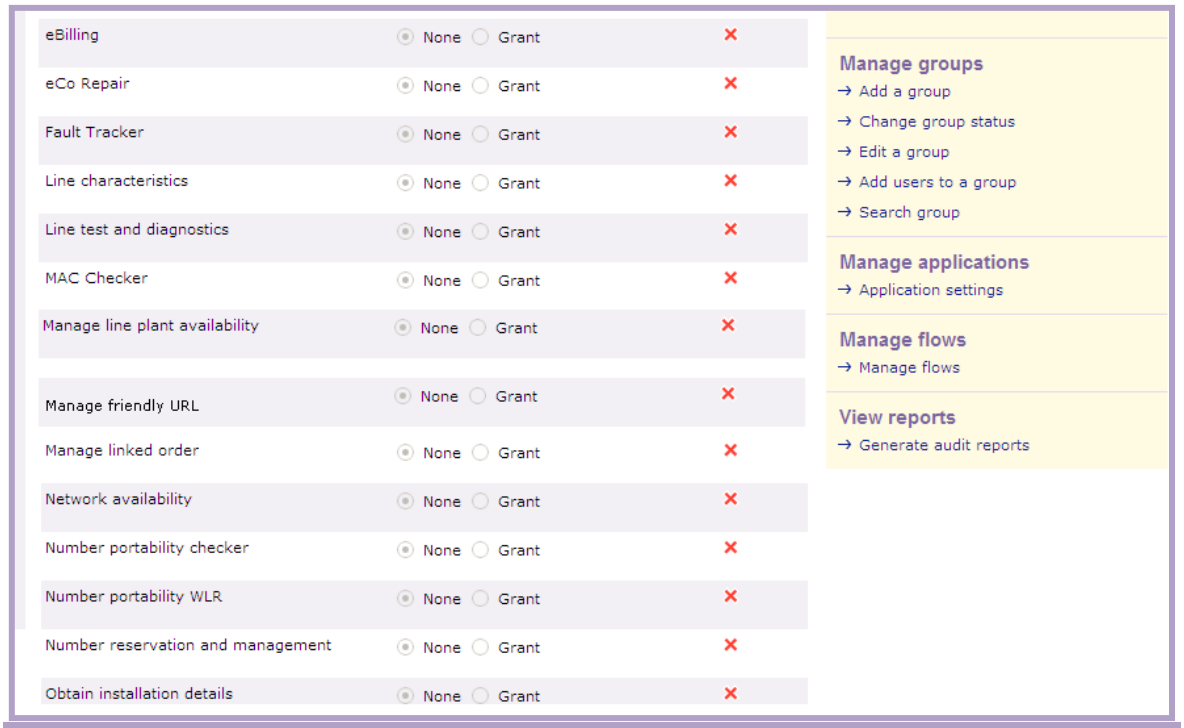
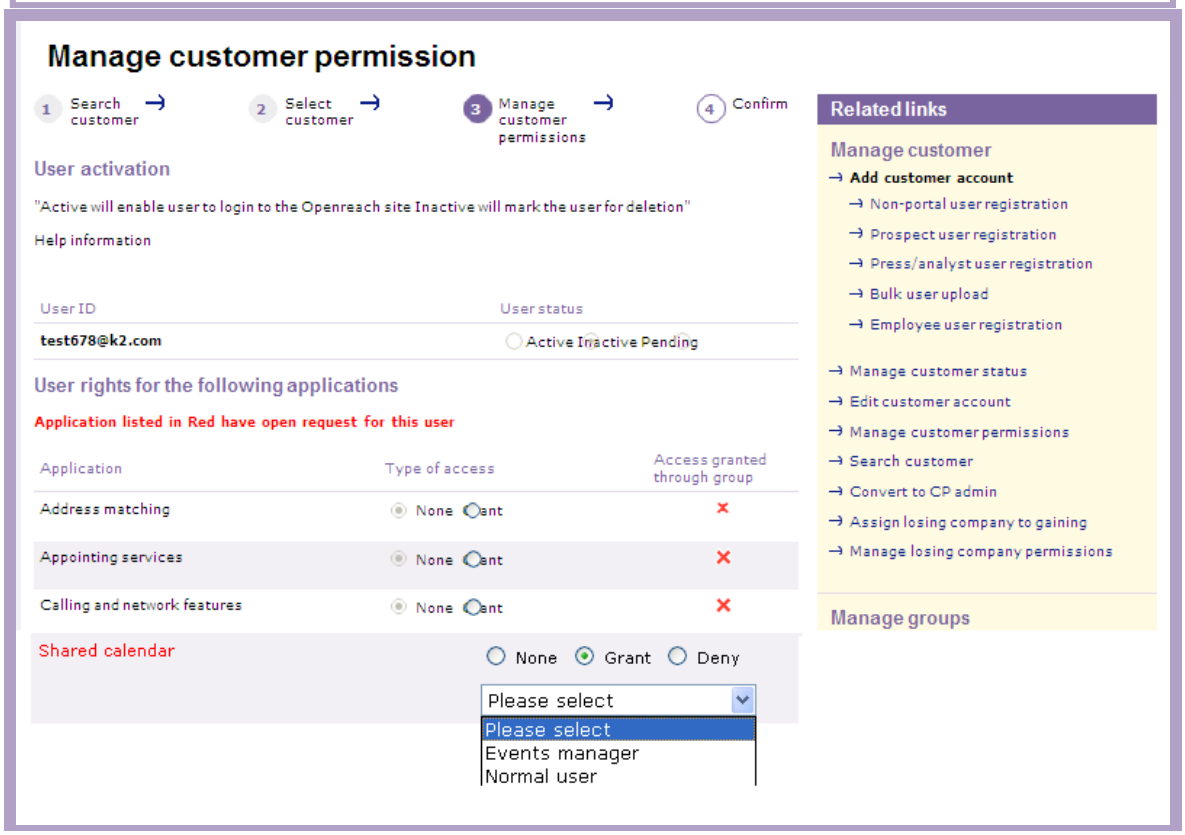


Figure 36: CP New user registration process – Manage customer status

You can change the user status to 'active' and select the relevant user type. You may have CP Operations and CP Business Manager users other than your own user type, CP Admin.

Step 4: After selecting the customer type, user type and user group, you can click **Next** to be directed to the 'Manage customer permission' page (Figure 37).


eBilling None Grant
eCo Repair None Grant
Fault Tracker None Grant
Line characteristics None Grant
Line test and diagnostics None Grant
MAC Checker None Grant
Manage line plant availability None Grant
Manage friendly URL None Grant
Manage linked order None Grant
Network availability None Grant
Number portability checker None Grant
Number portability WLR None Grant
Number reservation and management None Grant
Obtain installation details None Grant
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage applications
→ Application settings
Manage flows
→ Manage flows
View reports
→ Generate audit reports


Manage customer permission
1 Search customer
2 Select customer
3 Manage customer permissions
4 Confirm
User activation
"Active will enable user to login to the Openreach site Inactive will mark the user for deletion"
Help information
User ID
User status
test678@k2.com
Active Inactive Pending
User rights for the following applications
Application listed in Red have open request for this user
Application
Type of access
Access granted through group
Address matching None Grant
Appointing services None Grant
Calling and network features None Grant
Shared calendar
None Grant Deny
Please select
Please select
Events manager
Normal user
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Prospect user registration
→ Press/analyst user registration
→ Bulk user upload
→ Employee user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Assign losing company to gaining
→ Manage losing company permissions
Manage groups

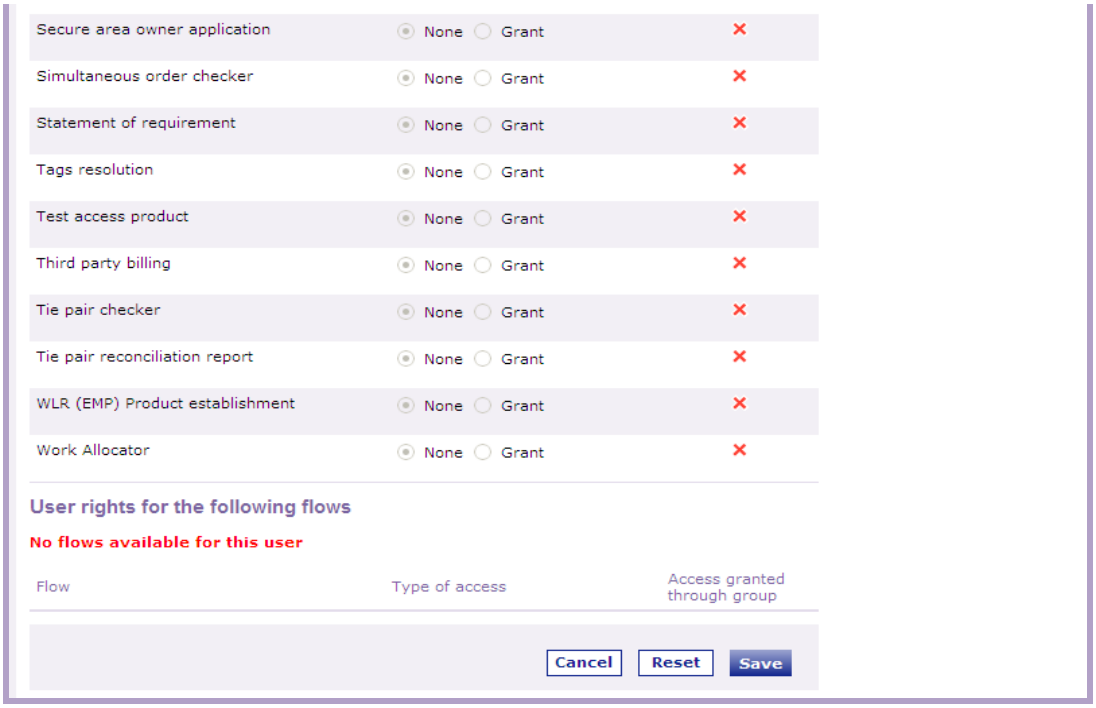

Secure area owner application None Grant
Simultaneous order checker None Grant
Statement of requirement None Grant
Tags resolution None Grant
Test access product None Grant
Third party billing None Grant
Tie pair checker None Grant
Tie pair reconciliation report None Grant
WLR (EMP) Product establishment None Grant
Work Allocator None Grant
User rights for the following flows
No flows available for this user
Flow
Type of access
Access granted through group
Cancel
Reset
Save

Figure 37: CP new user registration process – Manage customer permission

Step 5: You can now select **Grant** or **None** type of access to the user created and click **Save**. This will direct you to the 'Account confirmation' page (Figure 38).

Register for Openreach access
A new account dp@virtusa.com has been created.
Your account details have been sent by email to dp@virtusa.com and to your Admin. For further information you may contact your Administrator.
Administrator Name: pavithra
Tel Number: 01234567896352
Email: plankanampa32323@virtusa.com
Finish

Figure 38: Account confirmation page

Step 5: Clicking **Finish** will take you to your home page ('CP Admin home' page). The system will send an email (Figure 39) to the user informing of the account creation and an email to admin.

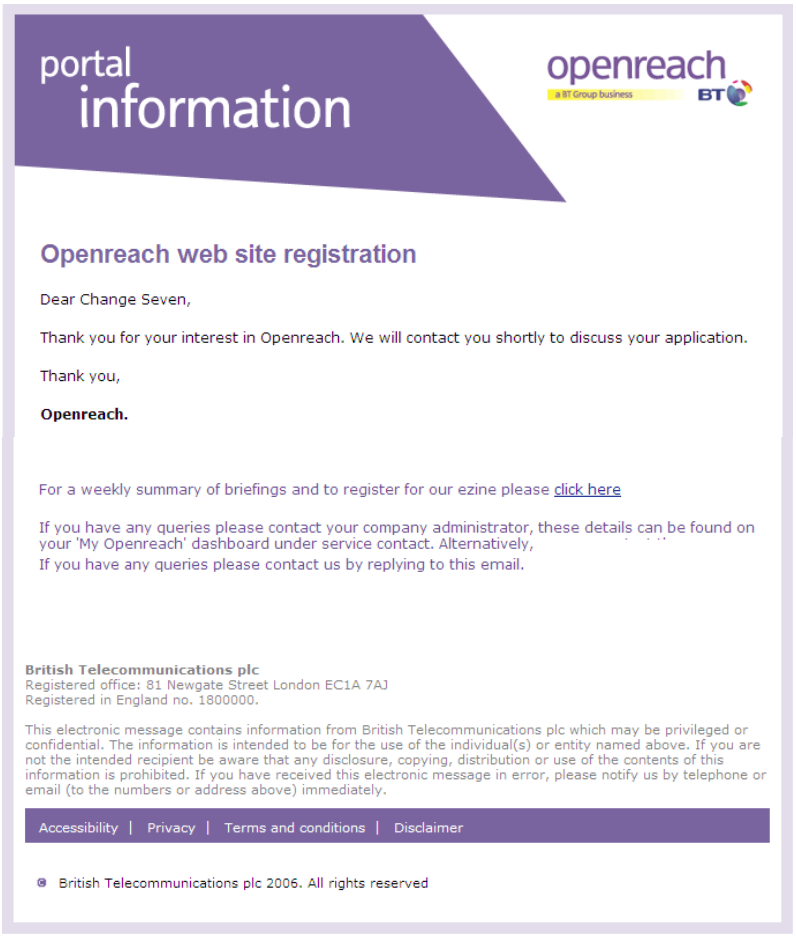

portal
information
openreach
a BT Group business
Openreach web site registration
Dear Change Seven,
Thank you for your interest in Openreach. We will contact you shortly to discuss your application.
Thank you,
Openreach.
For a weekly summary of briefings and to register for our ezine please click here
If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
If you have any queries please contact us by replying to this email.
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Figure 39: Email confirmation sent to the Non-Portal user

3.3 A user I created cannot login… Why?

This could be due to deactivation of the user, or user may not be activated yet. You can use the 'Manage customer status' feature to activate/deactivate users.

Step 1: Go to your home page ('CP Admin home' page) and click the **Manage customer status** link on the right navigation which will load the 'Manage customer status' wizard.

Figure 40: CP Admin home page – Manage customer status

Step 2: Enter the user ID and click **Find user** which will take you to step 2 of the 'Manage customer status' wizard (Figure 41).

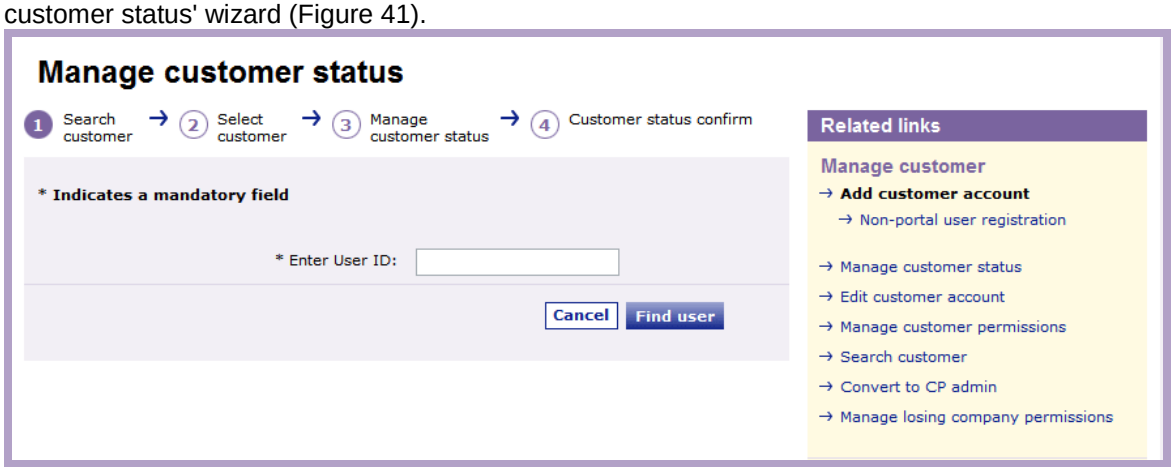

Figure 41: Manage customer status – Search customer

The user search results page will be displayed. Select the relevant user.

Step 3: Select the user name to be activated (Figure 42).

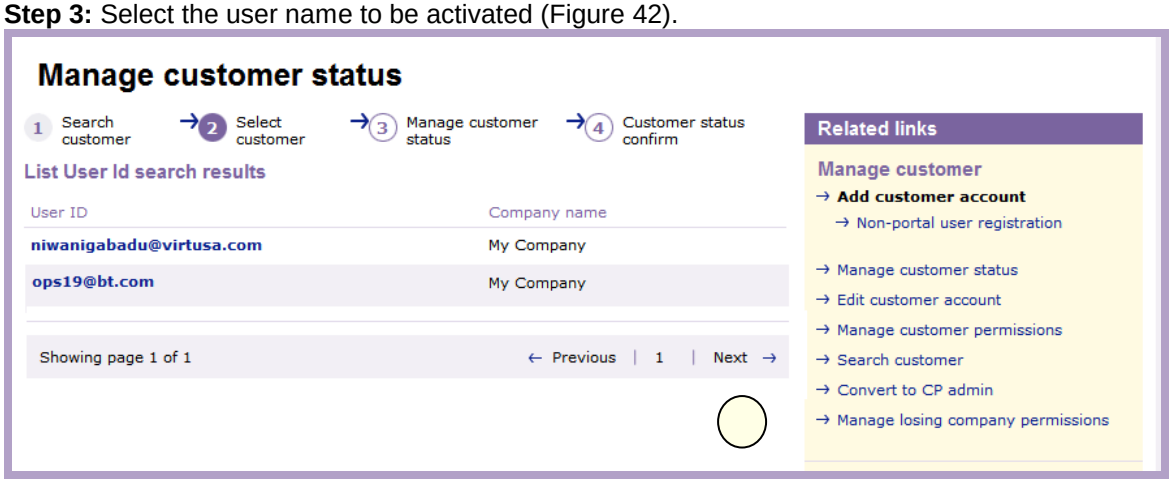

Figure 42: Manage customer status – Select customer

Step 4: Select the **Active** status on 'User status' and click **Next**. The 'Manage customer status – confirm' page will then be displayed (Figure 43).

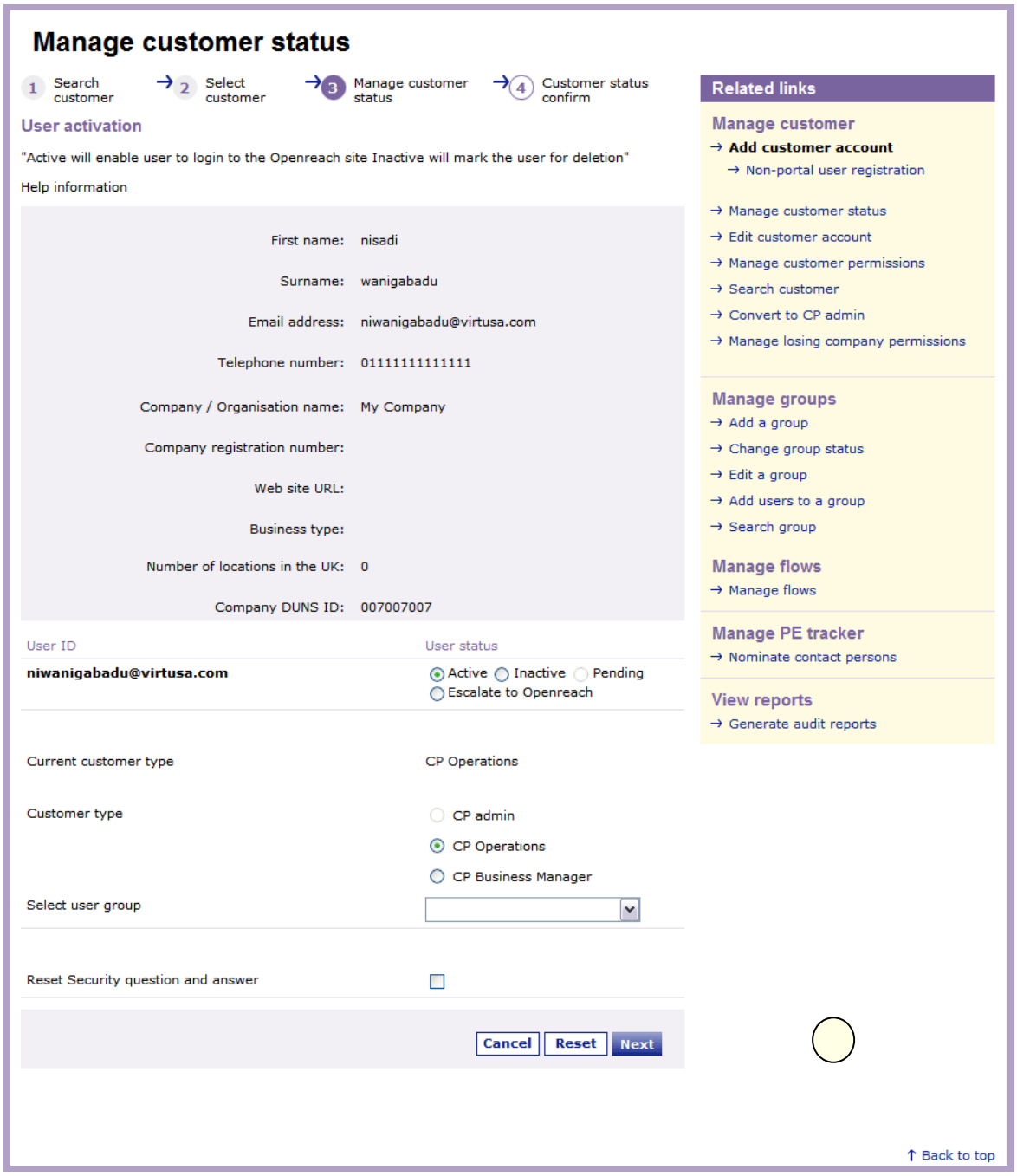

Figure 43: Manage customer status – User activation

Assigning a user group will assign the user permissions as per the group. The system will then take you to the confirmation page; click the **Edit** option to go back to step 3 of the 'Manage customer status' wizard. If the information is correct, click **Confirm** to load the 'Acknowledgement – customer account activated' page (Figure 45).

Step 5: If you do not assign the user to a group, the system will take you to the 'Manage Customer Permissions' page. You can select the individual permissions for the user and click **Save** (Figure 44) from where you will be directed to the 'account created acknowledgement' page.

Figure 44: Manage customer permission

Step 6: Click **Finish** to be taken back to the CP Admin home page.

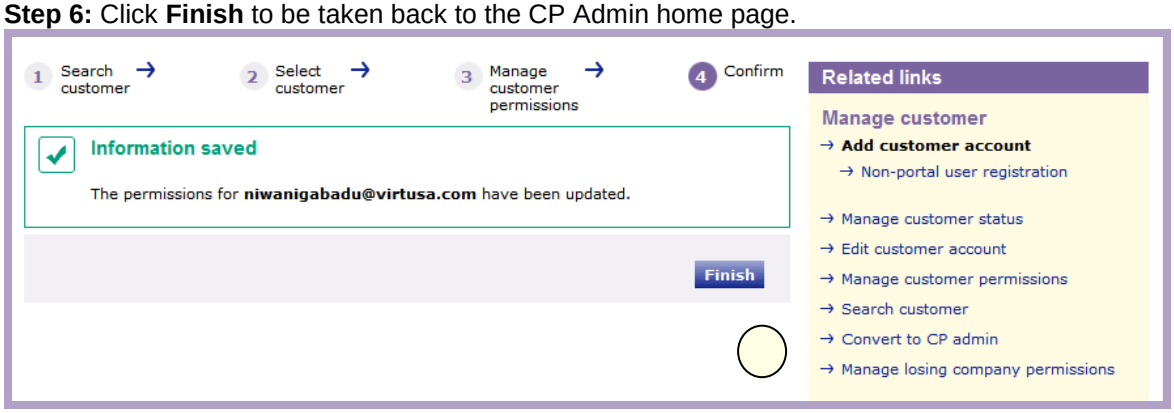

Figure 45: Acknowledgement – Customer account activated

3.3.1 How do I stop a user from accessing the portal?

Steps to follow to deactivate a user:

To deactivate a user, you need to follow the same process described in activating a user (3.3)

In Step 4, instead of selecting the **Active** user status, select the radio button marked **Inactive** and click **Next**.

Click **Finish** to be taken back to your home page.

3.3.2 What are these links on my Admin home page?

Step 1: Select the user request from the home page ('CP Admin home' page) by clicking the User ID (Figure 46) link.

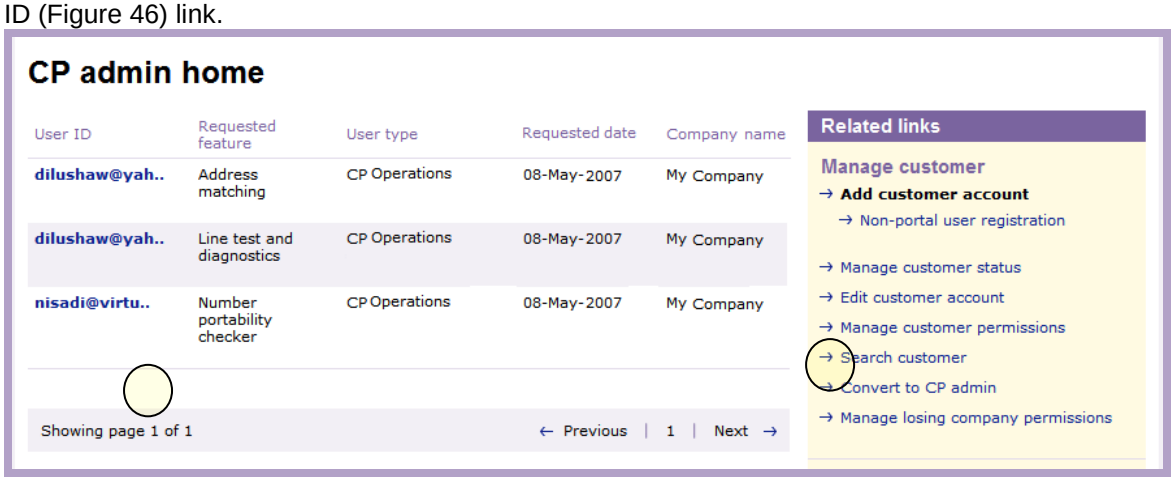

Figure 46: CP Admin home page – Select pending user request

Step 2: Clicking the User ID directs to the 'Manage customer status' wizard with the pending request information from the particular user.

Step 3: Select the necessary permissions for the user or assign the user to a predefined group (Figure 47).

Manage customer permission
1 Search customer
2 Select customer
3 Manage customer permissions
4 Confirm
User activation
"Active will enable user to login to the Openreach site Inactive will mark the user for deletion"
Help information
User ID
User status
niwanigabadu@virtusa.com
Active Inactive Pending
User rights for the following applications
Application listed in Red have open request for this user
Application
Type of access
MAC Checker None Grant
Network availability None Grant
OR Siebel (Ordering and Trouble Reports) None Grant
Line characteristics None Grant
Obtain Installation Details None Full
Number reservation and management None Grant
Secure area owner application None Grant
Address matching None Grant
Tie Pair Reconciliation Report None Grant
WLR (EMP) Product Establishment None Grant
Number portability checker None Grant
Statement of requirement None Grant
Appointing services None Full
Manage line plant availability None Grant
eBilling None Grant
Line test and diagnostics None Grant
Manage Linked Order None Grant
Simultaneous Order Checker None Grant
Number portability WLR None Grant
User rights for the following Secure Content
Secure Content listed in Red have open request for this user
Secure Content Directory
Type Of Access
/orpg/networkinfo/secure None Grant
/orpg/news/secure None Grant
/orpg/products/llu/secure None Grant
/orpg/products/wlr/isdn30/secure None Grant
User rights for the following flows
No flows available for this user
Flow
Type of access
Cancel Reset Save
Related links
Manage customer
Add customer account
Non-portal user registration
Manage customer status
Edit customer account
Manage customer permissions
Search customer
Convert to CP admin
Manage losing company permissions
Manage groups
Add a group
Change group status
Edit a group
Add users to a group
Search group
Manage flows
Manage flows
Manage PE tracker
Nominate contact persons
View reports
Generate audit reports
Back to top

Figure 47: Manage customer permissions

3.4 A user cannot access the portal, but I did not deactivate the user. Why?

Auto inactivation of the user accounts of your company can take place for the following scenarios;

- If a user has not changed the user's password for a period of 90 days, the user is made inactive.
- If the user has entered the incorrect password thrice while logging in to the portal, the account status can automatically be set to 'inactive'.
- If the user enters the security answer incorrectly five times during the forgotten password flow, the user's account status can automatically be set to 'inactive'.
- If the user has created the account but not logged in for 28 days after creation, the user is made 'inactive'.

If the above scenarios take place, you must navigate to the 'Manage customer status' screen to ensure that the account is inactive and re-activate the user if necessary.

TIP: The portal will send an email to those users who have not changed their password for the past 90 days, two weeks before the expiry. When logged into the portal, the system will redirect to the password reset page for the password to be re-entered.

The reason for the specified User Inactivation will be displayed on the 'Manage customer status' page. The table below tabulates the display messages for you.

Table 3 - Reasons for auto-inactivation

	Reason for Inactivation	Display Message	Page Widget Status	Comment
1	The user has not logged into the portal during the 28 days since the user first registered.	User hasn't logged in within 28 days of account creation.	'Inactive' radio button - selected	
2	The user has not logged in during the 60 days since the user's last login.	User has not logged into the account for a period of 60 days.	'Inactive' radio button - selected	

	Reason for Inactivation	Display Message	Page Widget Status	Comment
3	The user has not changed the user's password for 90 days.	N/A	'Active' radio button - selected	Known Limitation – If a user contacts the help desk with a complaint that the user cannot access the system and the Site Admin visits the relevant user's 'Manage customer status' page and notices that the user is still set as 'Active', then the reason behind this is that the user has not changed the user's password for 90 days. The solution for this scenario is for the user to change the password through Manage Profile (Refer Section 8)
4	The user has entered five incorrect answers to the security question.	User has entered the incorrect secret answer five times.	'Inactive' radio button - selected	
5	The user has incorrectly entered the user's password three times.	User has made more than three failed login attempts.	'Inactive' radio button - selected	
6	Explicit inactivation from the Service Desk	Disabled by Administrator	'Inactive' radio button - selected	
7	Decline Registration	Registration declined	'Inactive' radio button - selected	

The following email will be sent to the user five days prior to 28 days of account expiry (Figure 48).

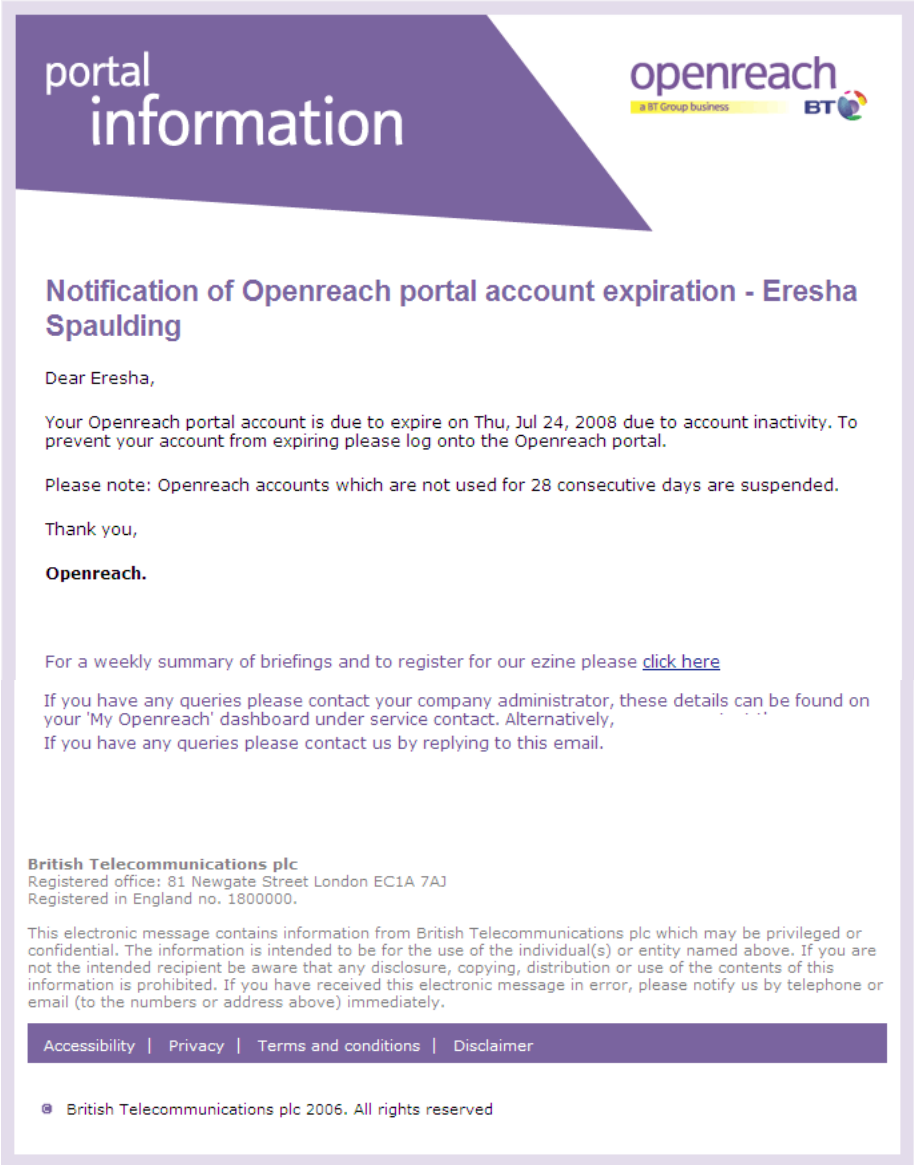
portal
information
openreach
a BT Group business
Notification of Openreach portal account expiration - Eresha Spaulding
Dear Eresha,
Your Openreach portal account is due to expire on Thu, Jul 24, 2008 due to account inactivity. To prevent your account from expiring please log onto the Openreach portal.
Please note: Openreach accounts which are not used for 28 consecutive days are suspended.
Thank you,
Openreach.
For a weekly summary of briefings and to register for our ezine please click here
If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
If you have any queries please contact us by replying to this email.
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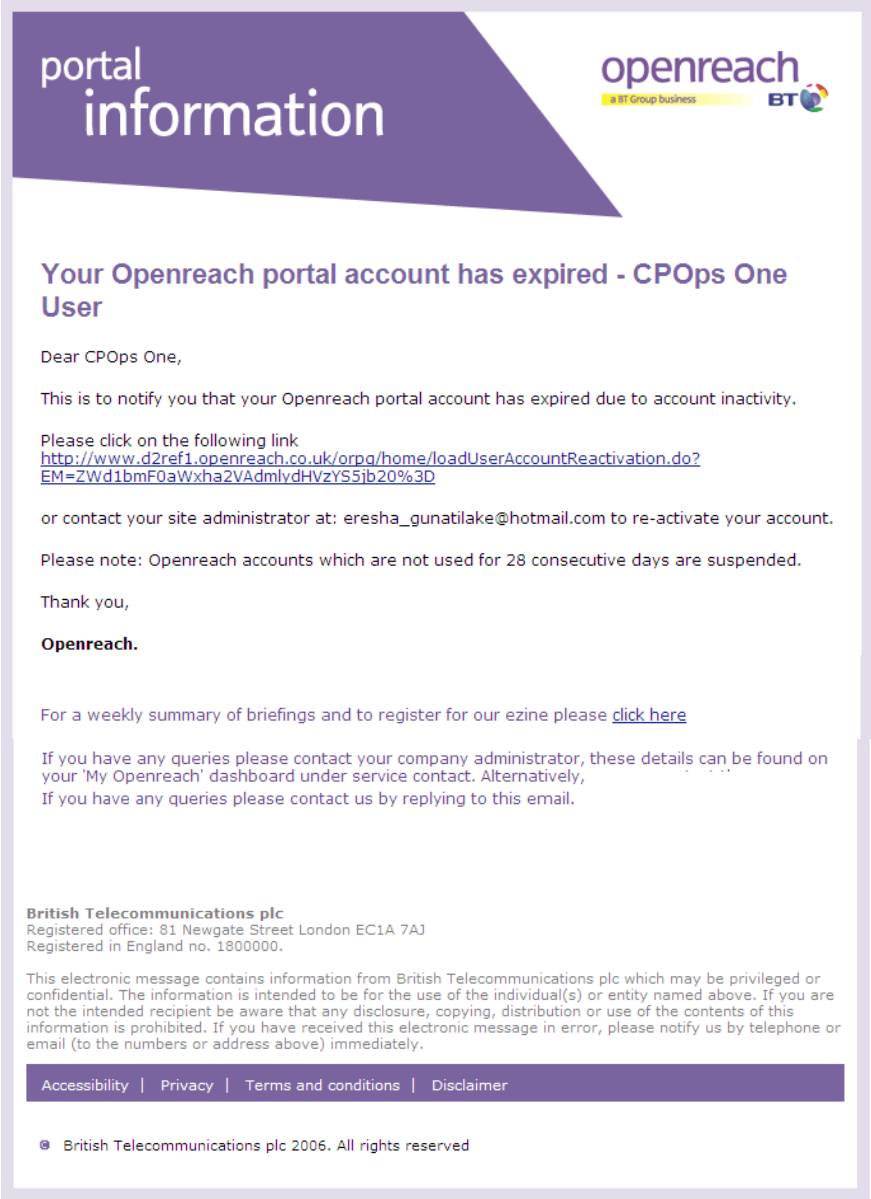
Figure 48: Automatic inactivation - Email sent to the user five days prior to the 28-day expiry

The following email will be sent to the user on inactivating the account on the 28th day (Figure 49). The user will be given a link in the email to follow to get the user's account back to the active state.



portal information

openreach
a BT Group business

Your Openreach portal account has expired - CPOps One User

Dear CPOps One,

This is to notify you that your Openreach portal account has expired due to account inactivity.

Please click on the following link
http://www.d2ref1.openreach.co.uk/orpg/home/loadUserAccountReactivation.do?EM=ZWd1bmF0aWxha2VAdmlydHVzYS5jb20%3D

or contact your site administrator at: eresha_gunatilake@hotmail.com to re-activate your account.

Please note: Openreach accounts which are not used for 28 consecutive days are suspended.

Thank you,

Openreach.

For a weekly summary of briefings and to register for our ezine please click here

If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
If you have any queries please contact us by replying to this email.

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Figure 49: Automatic inactivation - Email sent to the user on expiration of the 28 days

3.4.1 How do I re-activate an inactive user?

Follow the steps below to activate a user:

Step 1: To activate a user, go to your home page ('CP Admin home' page) and click the **Manage customer status** link which will load step 1 of the 'Manage customer status' wizard (Figure 50).

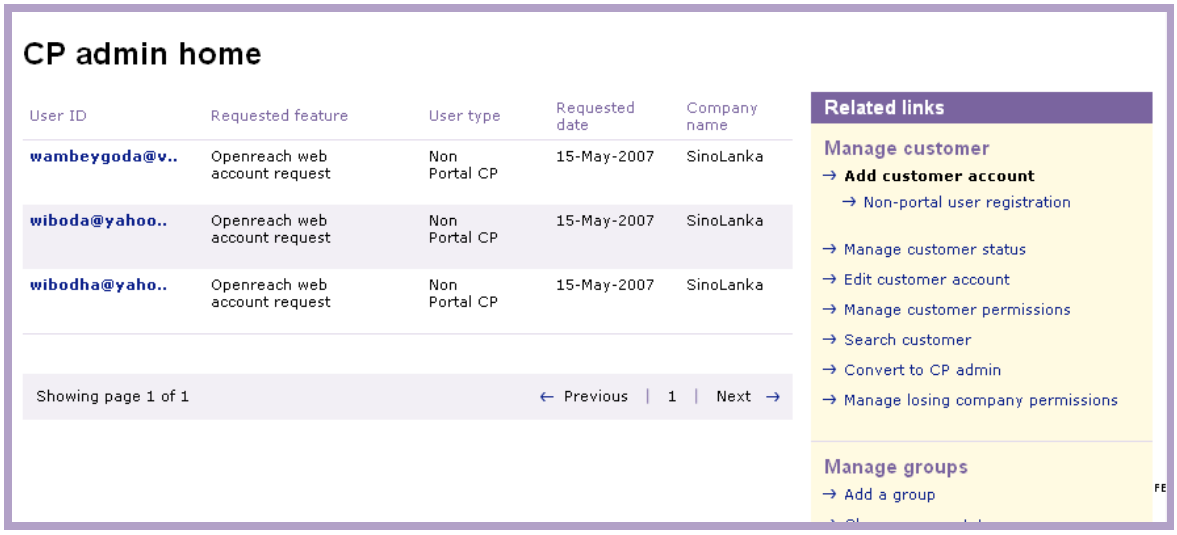

Figure 50: CP Admin home page – Manage customer status

'

Step 2: Enter the user ID and click **Find user** which will navigate to step 2 of the 'Manage customer status' wizard. This will display the list of users based on the user ID entered to search.

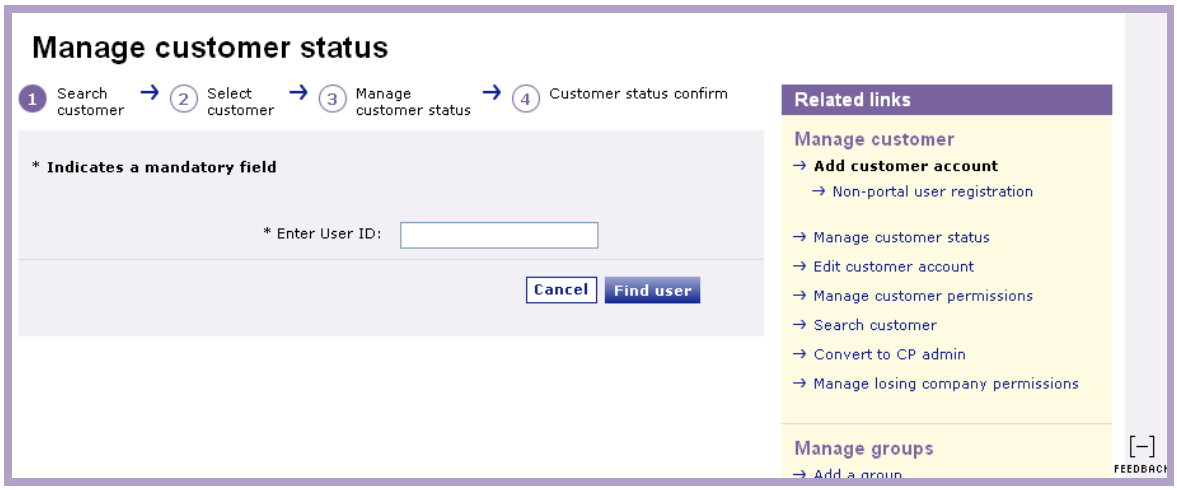

Figure 51: Manage customer status – Find user

Step 3: Select the user name to be taken to step 3 of the 'Manage customer status' wizard.

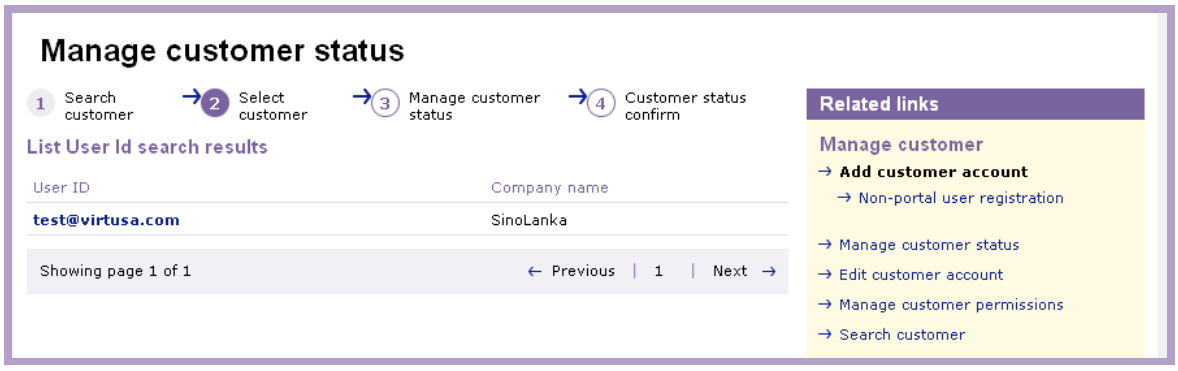

Figure 52: Manage customer status – Select user name

Step 4: Select the **Active** status on 'User status' and click **Next** (Figure 53).

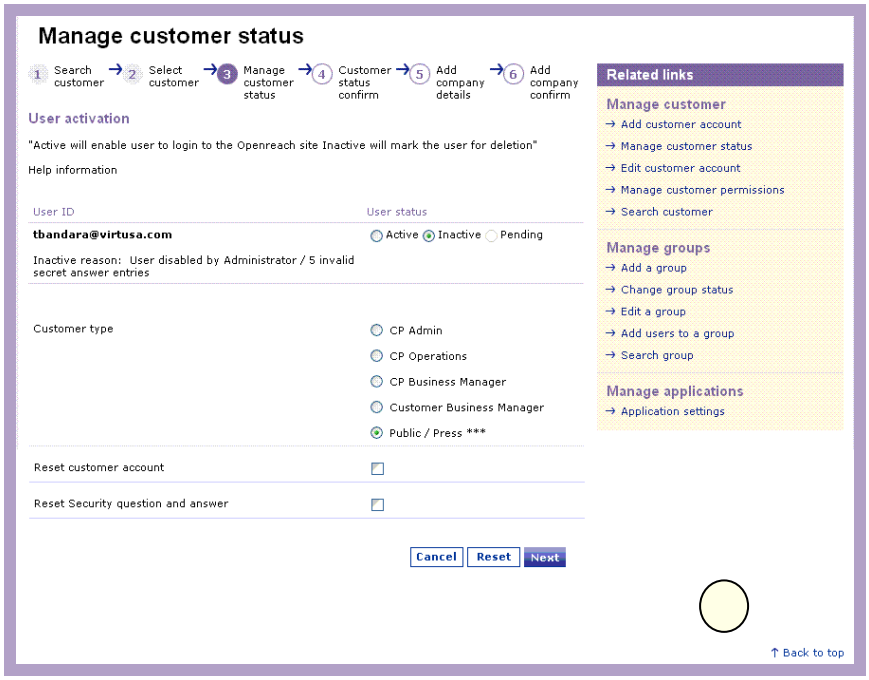

Figure 53: Manage customer status – activate user status

Step 5: The 'Manage customer status – confirm' page will then be displayed (Figure 54).

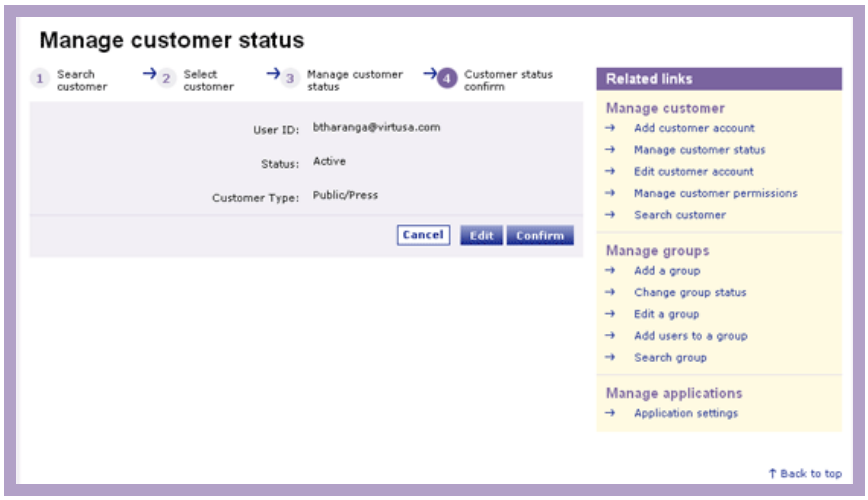

Figure 54: Manage customer status – Confirm user activation

Step 6: Clicking **Confirm** will take you to the 'Acknowledgement - Customer account activated' page (Figure 55).

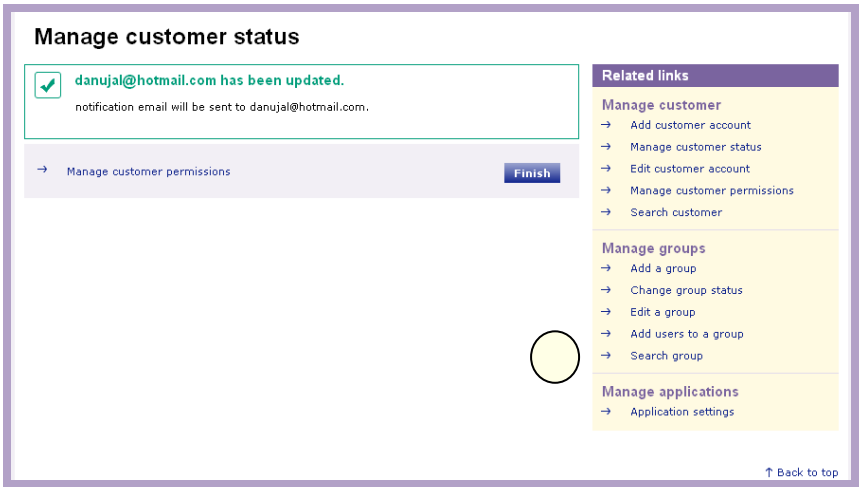

Figure 55: Acknowledgement – Customer account activated page

Step 6: Click **Finish** to go back to your home page.

3.4.2 How can a user reset the secret question and answer?

If a CP user forgets the user's secret question and answer, you will be able to reset the user's secret question and answer.

Step 1: Go to your home page ('CP Admin home' page) and click the **Search customer** link on the right navigation (Figure 56).

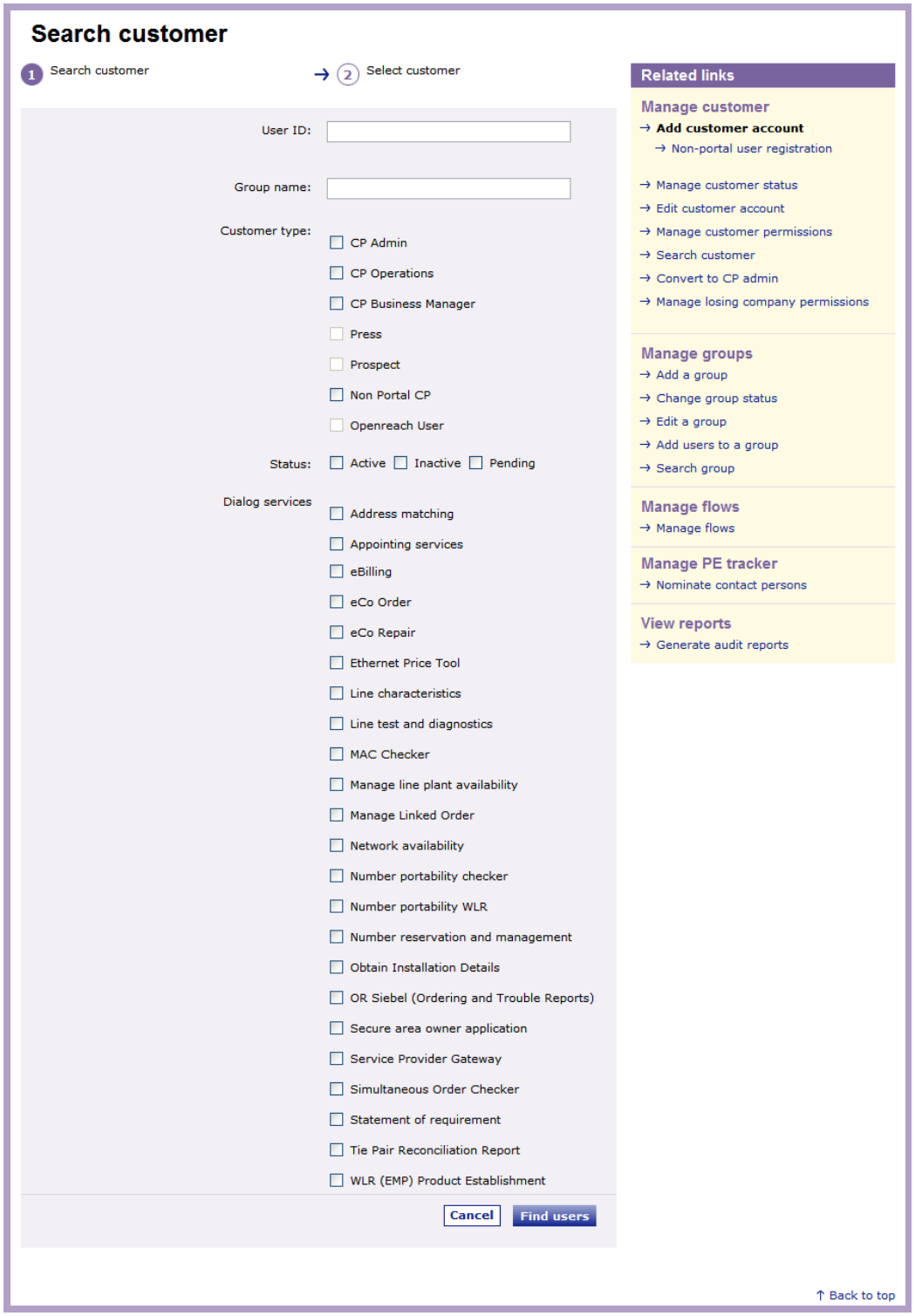

Figure 56: Search customer

Step 2: Select the required user from the Search Results by selecting the User ID (Figure 57). Then click **Manage Customer Status** to proceed.

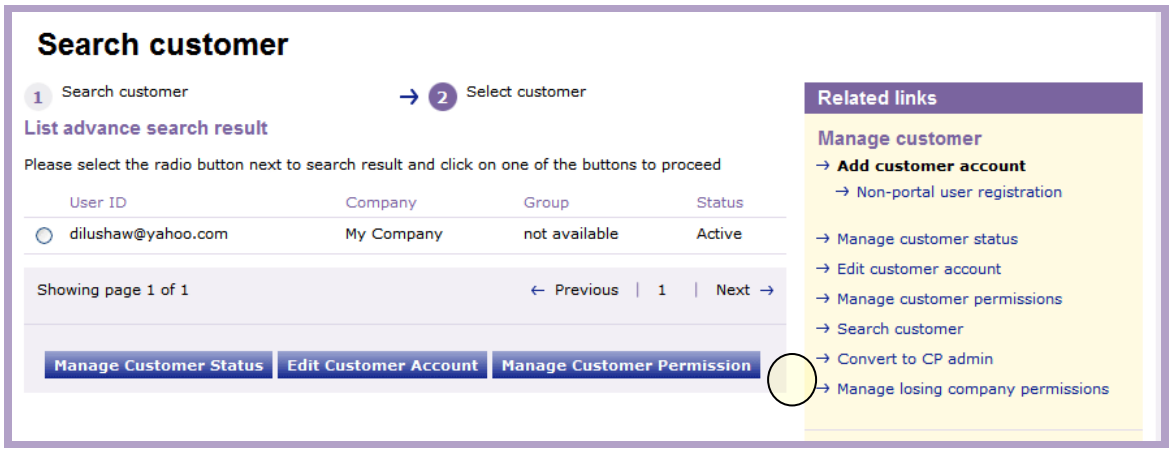

Figure 57: Search customer – Select customer

Step 3: Select the 'Reset Security question and answer' check box at the bottom of the 'Manage customer status' page (Figure 58).

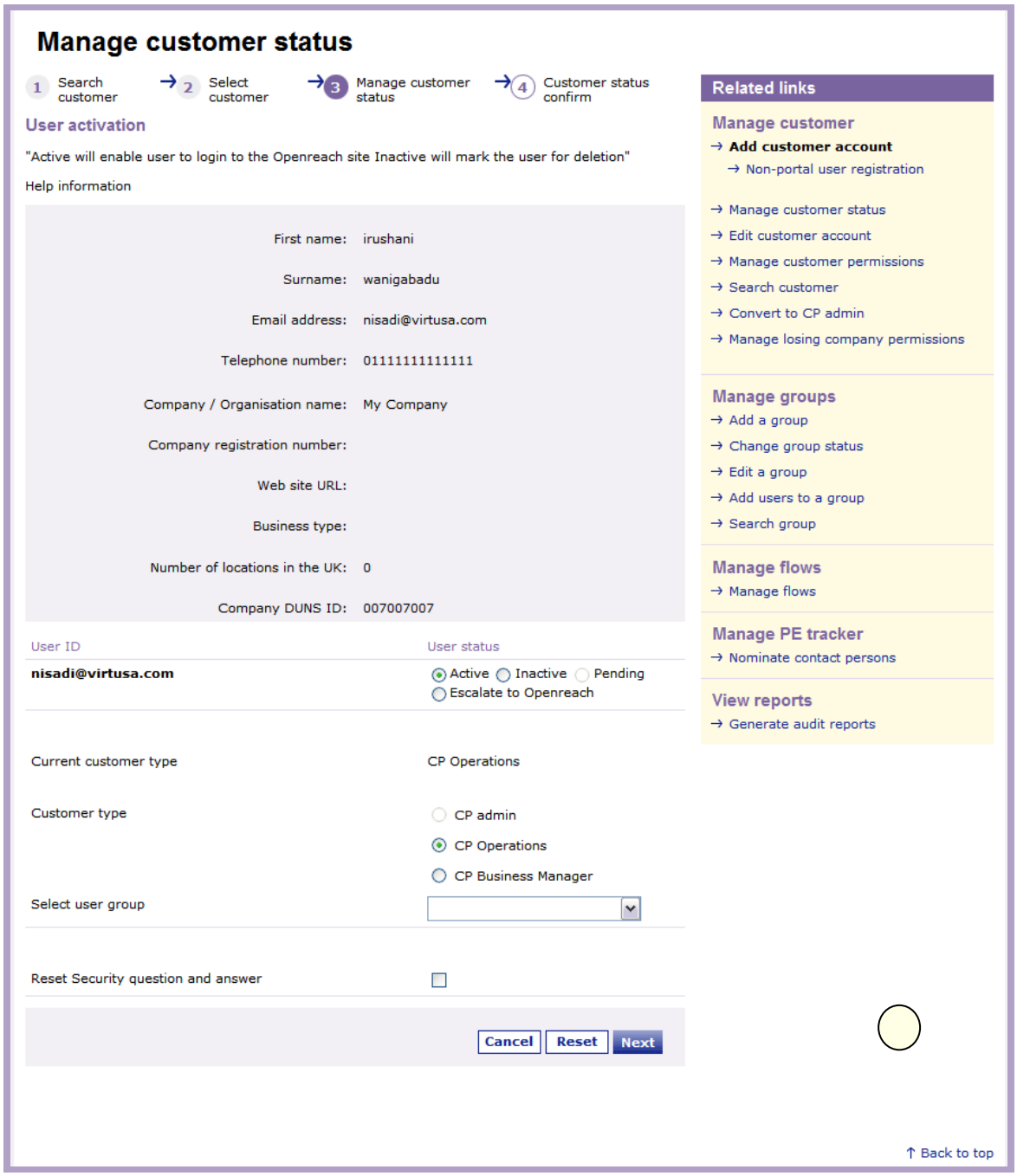

Figure 58: Manage customer status – Reset security question and answer

Step 4: Click **Next** to continue; **Cancel** will end the process and **Reset** will reset the fields.

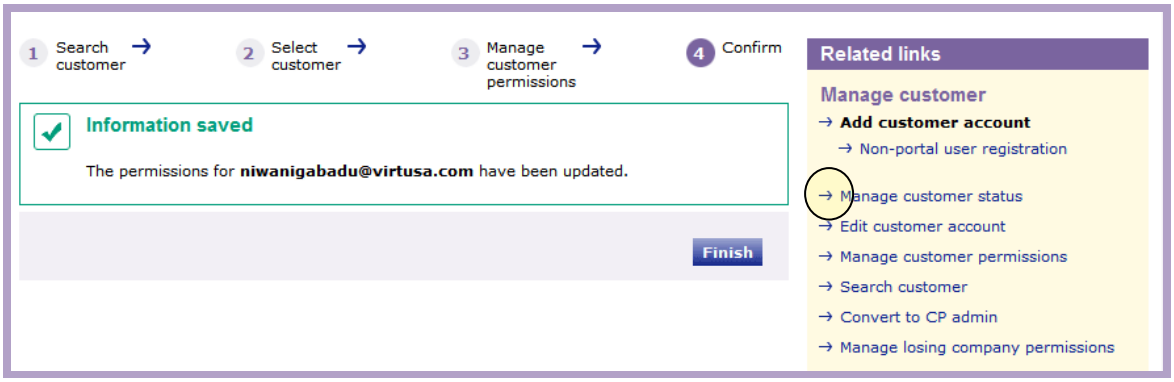

Figure 59: Acknowledgement of password and security information reset

Step 5: An email (**Error! Reference source not found.**) will then be generated and sent to the user with the user's new secret question and answer, and the screen in **Error! Reference source not found.** will be displayed confirming the successful password and user name reset. Click **Finish** to be taken to your home page.

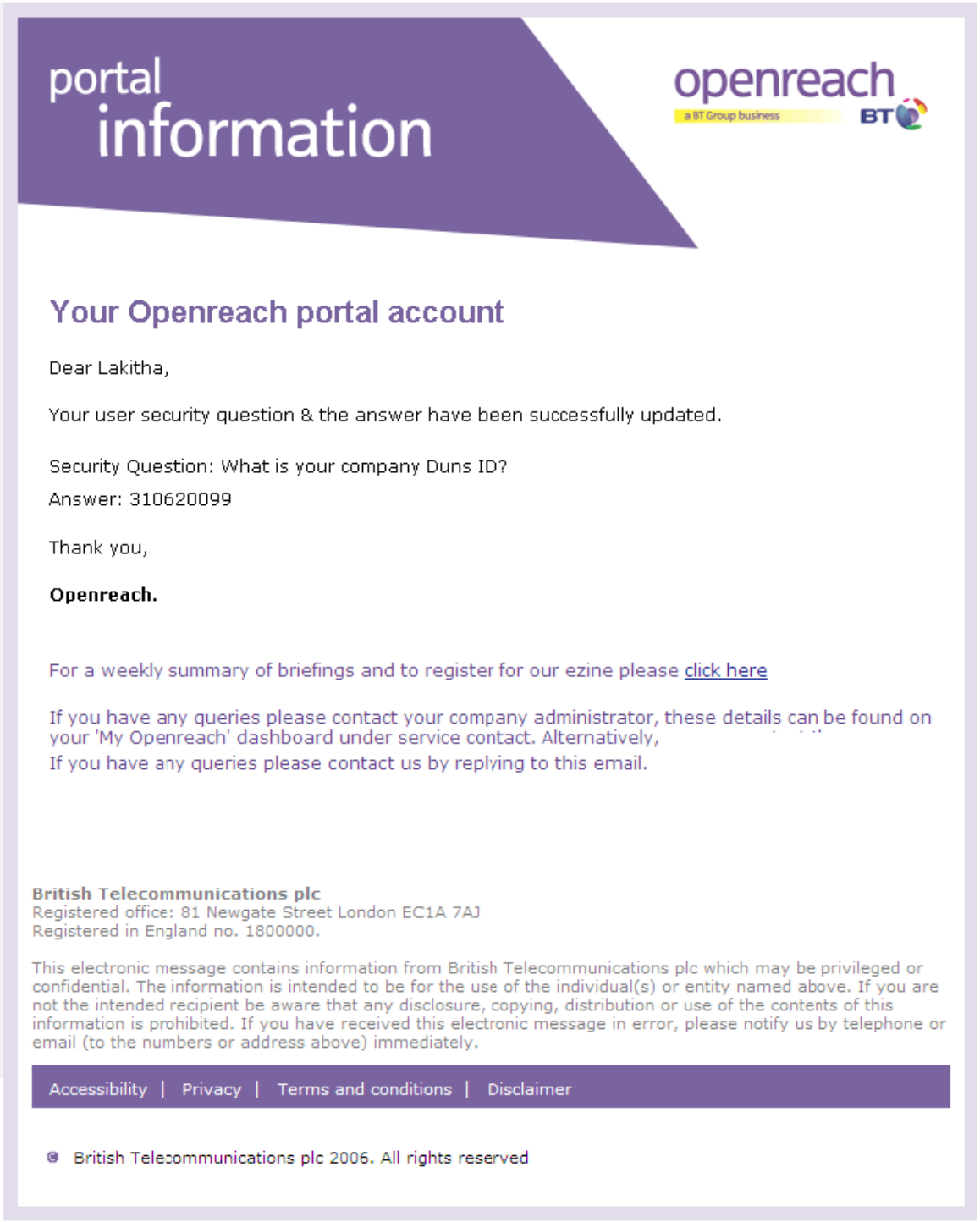
portal
information
openreach
a BT Group business
BT
Your Openreach portal account
Dear Lakitha,
Your user security question & the answer have been successfully updated.
Security Question: What is your company Duns ID?
Answer: 310620099
Thank you,
Openreach.
For a weekly summary of briefings and to register for our ezine please click here
If you have any queries please contact your company administrator, these details can be found on your 'My Openreach' dashboard under service contact. Alternatively,
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Figure 60: Email sent to user after password reset

3.5 How do I delete a user?

To delete a user, you have to follow the same flow as inactivating a user (4.3).

Once the user is marked as inactive, the system will automatically delete the account from the portal database after 90 days if there is no change in status within this period.

3.6 How do I edit a user profile?

Edit capabilities allow you to select the user and edit the user profile information (information entered during the registration).

Step 1: Go to your home page ('CP Admin home' page) and click the **Edit customer account** link to load the 'Edit customer account details' (Figure 61) wizard.

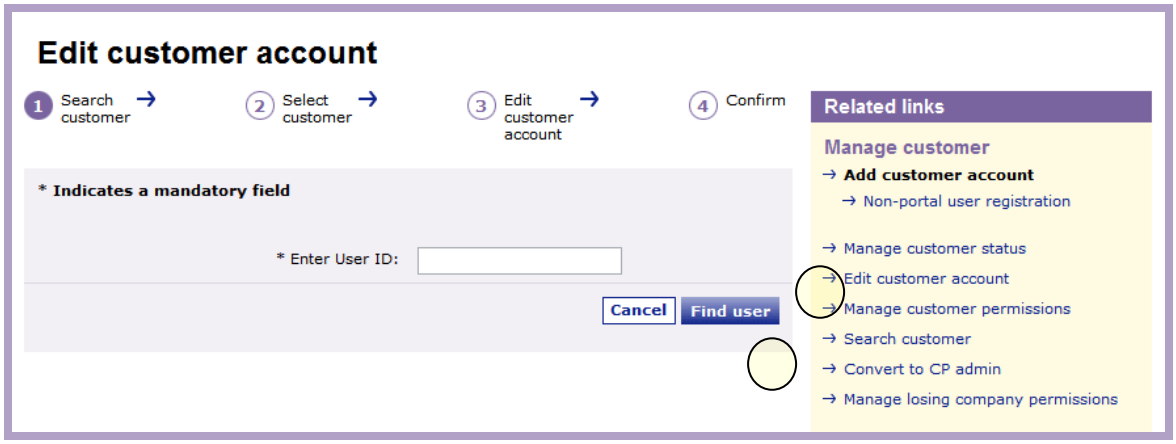


Figure 61: Edit customer account – search user name

Step 2: Enter the user name and click **Find user** to move on to step 2 of the 'Edit customer account details' wizard.

Step 3: Click the desired user name to navigate to step 3 of the 'Edit customer account details' wizard (Figure 62).

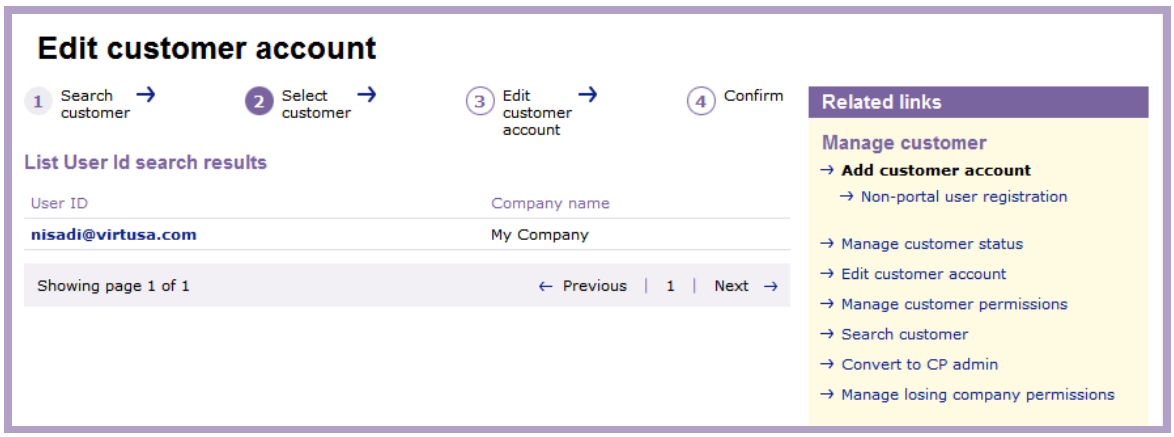


Figure 62: Edit customer account details – Select desired user

The portal will take you to the user profile information page where the user details will be displayed for editing (Figure 63).

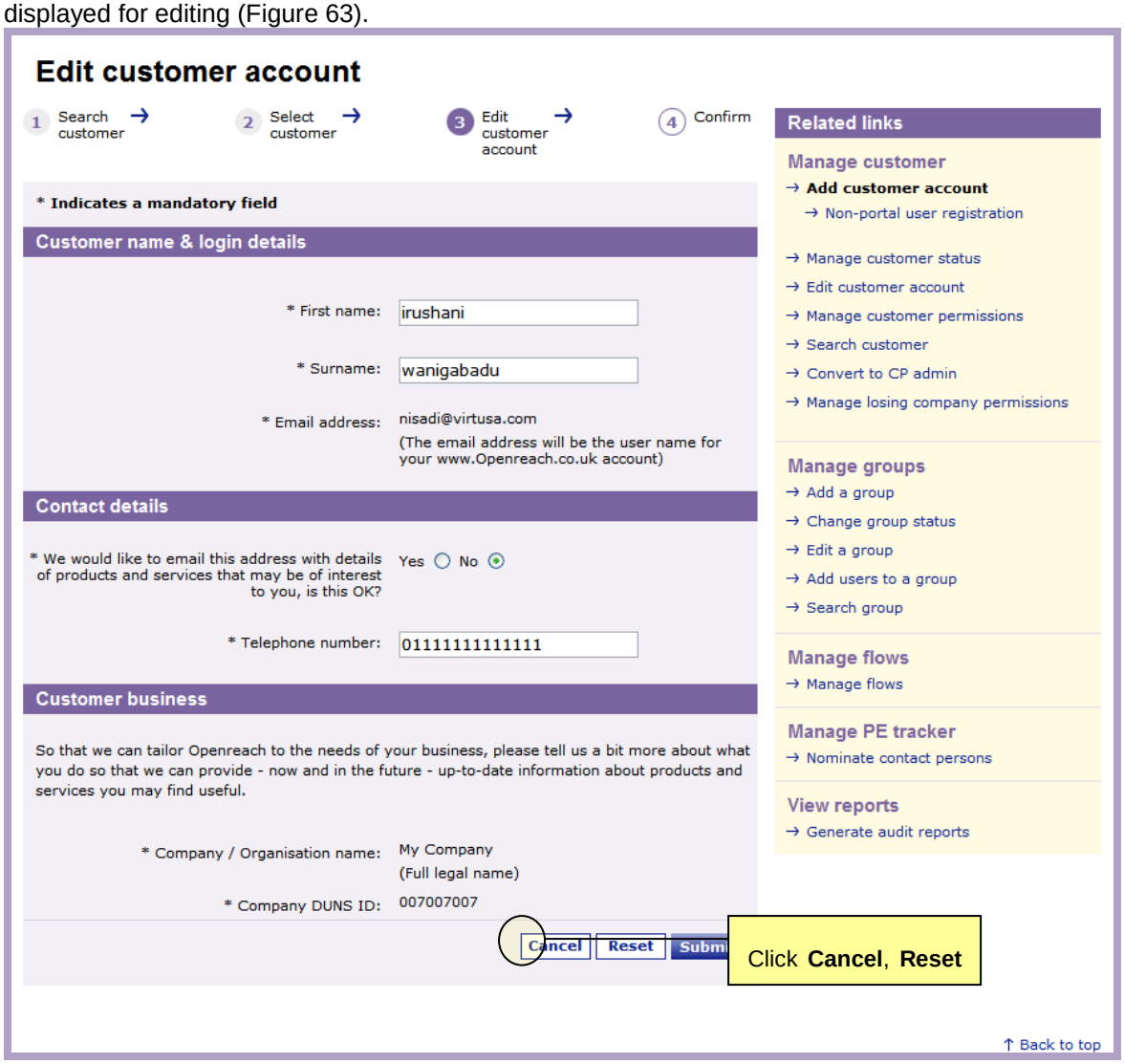

Edit customer account
1 Search customer
2 Select customer
3 Edit customer account
4 Confirm
* Indicates a mandatory field
Customer name & login details
* First name: irushani
* Surname: wanigabadu
* Email address: nisadi@virtusa.com
(The email address will be the user name for your www.Openreach.co.uk account)
Contact details
* We would like to email this address with details of products and services that may be of interest to you, is this OK? Yes No
* Telephone number: 01111111111111
Customer business
So that we can tailor Openreach to the needs of your business, please tell us a bit more about what you do so that we can provide - now and in the future - up-to-date information about products and services you may find useful.
* Company / Organisation name: My Company
(Full legal name)
* Company DUNS ID: 007007007
Cancel
Reset
Submi
Click Cancel, Reset
Related links
Manage customer
Add customer account
Non-portal user registration
Manage customer status
Edit customer account
Manage customer permissions
Search customer
Convert to CP admin
Manage losing company permissions
Manage groups
Add a group
Change group status
Edit a group
Add users to a group
Search group
Manage flows
Manage flows
Manage PE tracker
Nominate contact persons
View reports
Generate audit reports
Back to top

Figure 63: Edit customer account

Step 4: Edit the required details. Mandatory fields are marked with * and cannot be left empty. On clicking **Reset,** the form will be cleared. Once the form has been filled, click **Submit** to continue to the 'Edit customer account details - confirm' page (Figure 64).

Please use less than 250 characters for the 'Comments' field.

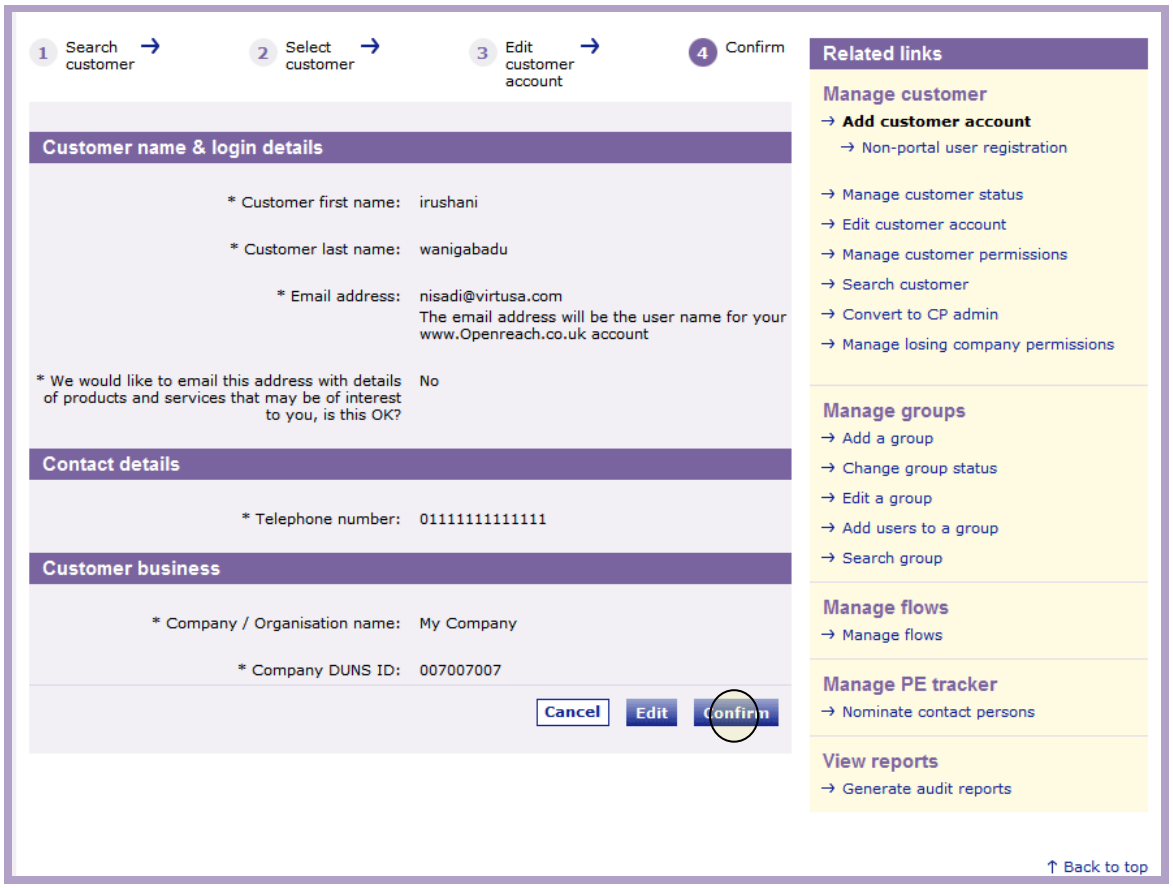

1 Search customer
2 Select customer
3 Edit customer account
4 Confirm
Customer name & login details
* Customer first name: irushani
* Customer last name: wanigabadu
* Email address: nisadi@virtusa.com
The email address will be the user name for your www.Openreach.co.uk account
* We would like to email this address with details of products and services that may be of interest to you, is this OK? No
Contact details
* Telephone number: 01111111111111
Customer business
* Company / Organisation name: My Company
* Company DUNS ID: 007007007
Cancel
Edit
Confirm
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage flows
→ Manage flows
Manage PE tracker
→ Nominate contact persons
View reports
→ Generate audit reports
↑ Back to top

Figure 64: Edit customer account details – Confirm page

Step 5: Check for accuracy of the displayed information and click **Confirm** (Figure 64) to navigate to the 'Acknowledgement - user details updated' page (Figure 65).

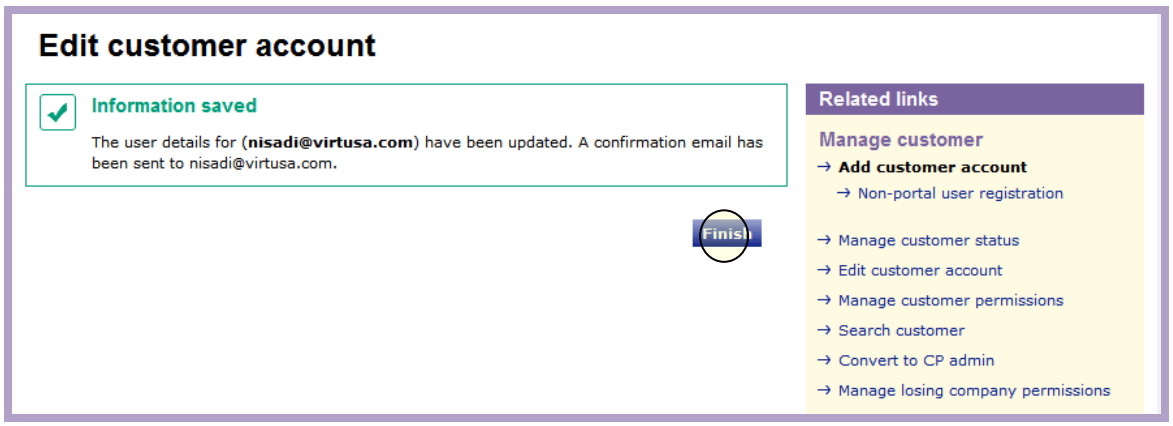

Edit customer account
Information saved
The user details for (nisadi@virtusa.com) have been updated. A confirmation email has been sent to nisadi@virtusa.com.
Finish
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions

Figure 65: Acknowledgement - User details updated

Step 6: Click **Finish** to go back to your home page

3.7 How do I make a user another CP Admin? Why?

Conversion of an ordinary user to a CP Admin could be useful when a CP decide to roll out some of the responsibilities of one CP Admin to another so that users are managed by multiple CP Admins.

An existing user can be converted to a CP Admin user through the 'Convert to CP Admin' wizard. This is the only way to make an existing user another CP Admin user.

This functionality is available only for CP Admins who has the required permission to convert a user to a CP admin. The Site Admin can grant this privilege to CP Admins via their 'Manage Customer Status' screen.

Step 1: Go to your home page ('CP Admin home' page) and click **Convert to CP admin** (Figure 66).

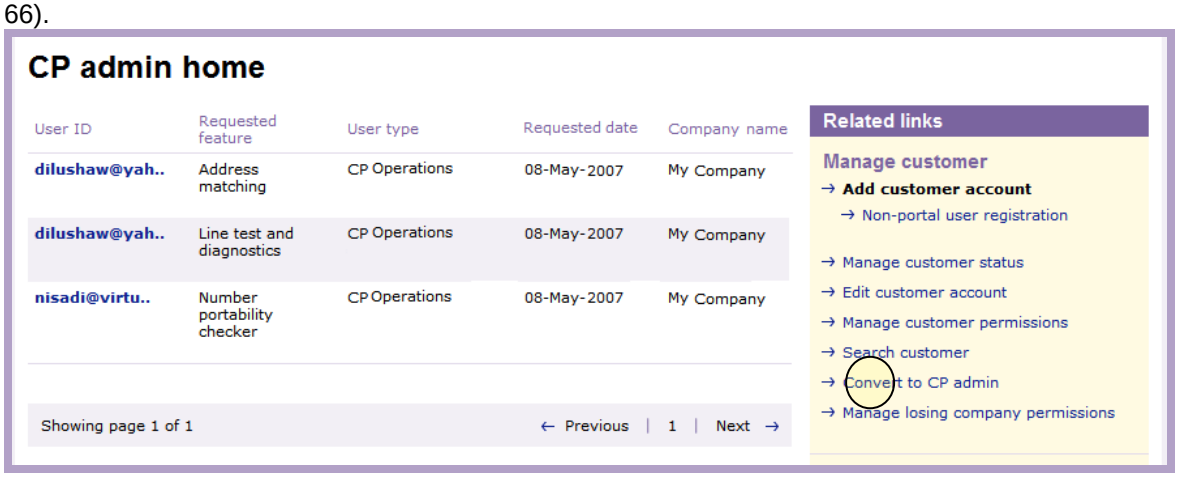


Figure 66: CP Admin home page

Figure 67: Convert to CP Admin – Find user

Step 2: Enter the user ID and click **Find user** (Figure 67).

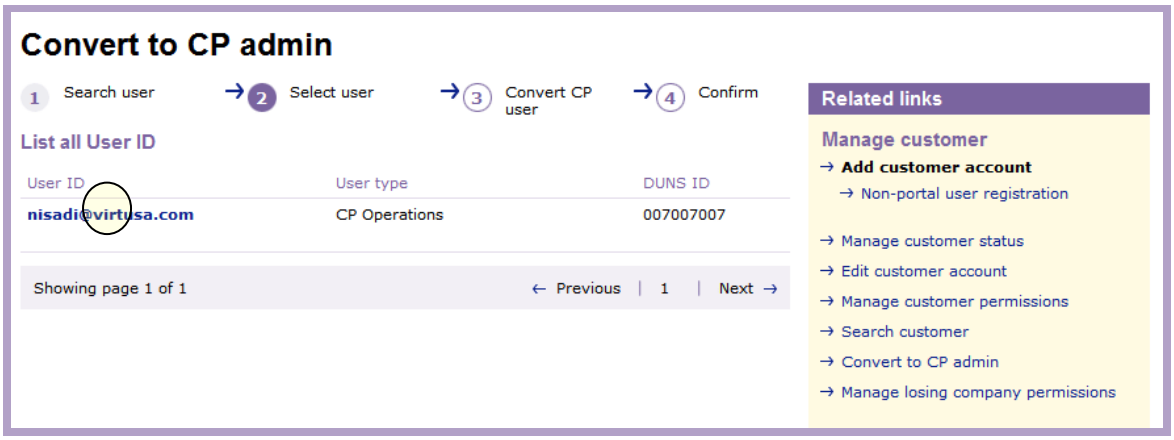


Figure 68: Convert to CP – Select the user

Step 3: Select the user (Figure 68) and the 'CP user details' page will be displayed. Click the **Convert to CP admin** link (Figure 69).

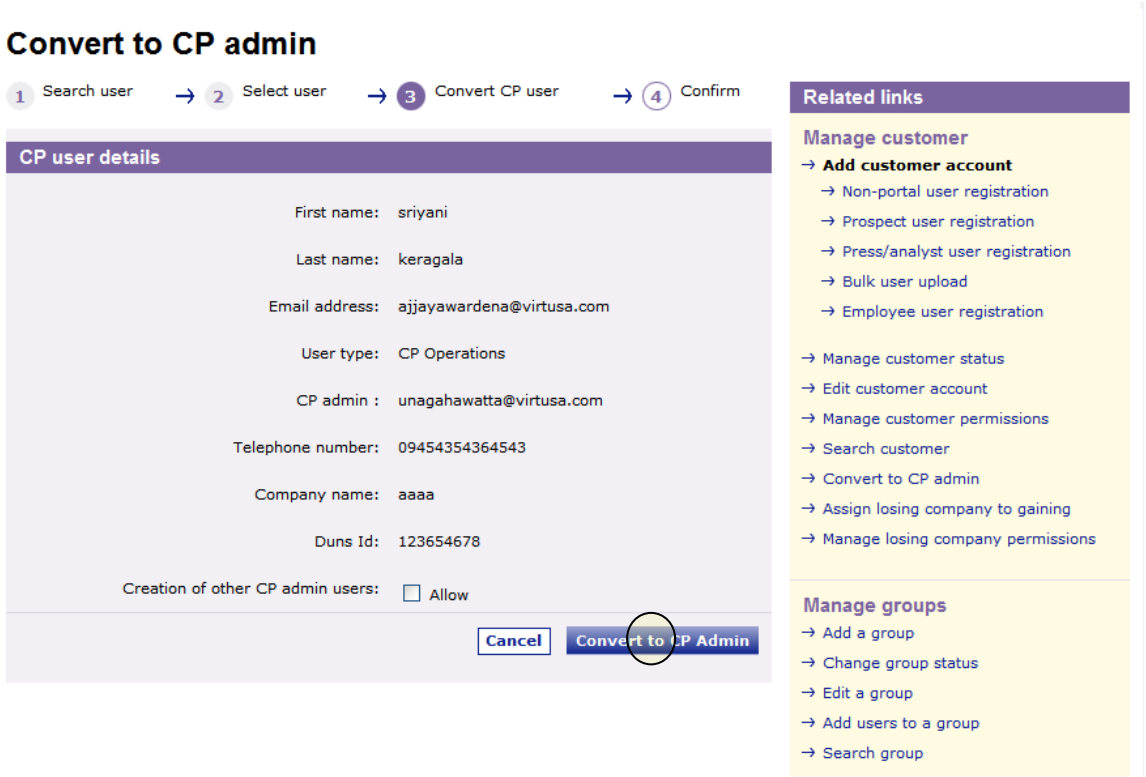


Figure 69: Convert to CP Admin

Step 4: The 'Convert to CP Admin – Confirmation' page will then load with options to **Cancel** the process, **Convert other CP user** and **Confirm** (Figure 70).

The user also could be granted permission to convert other users as CP Admins by selecting the **allow** button for creating of other CP admin users

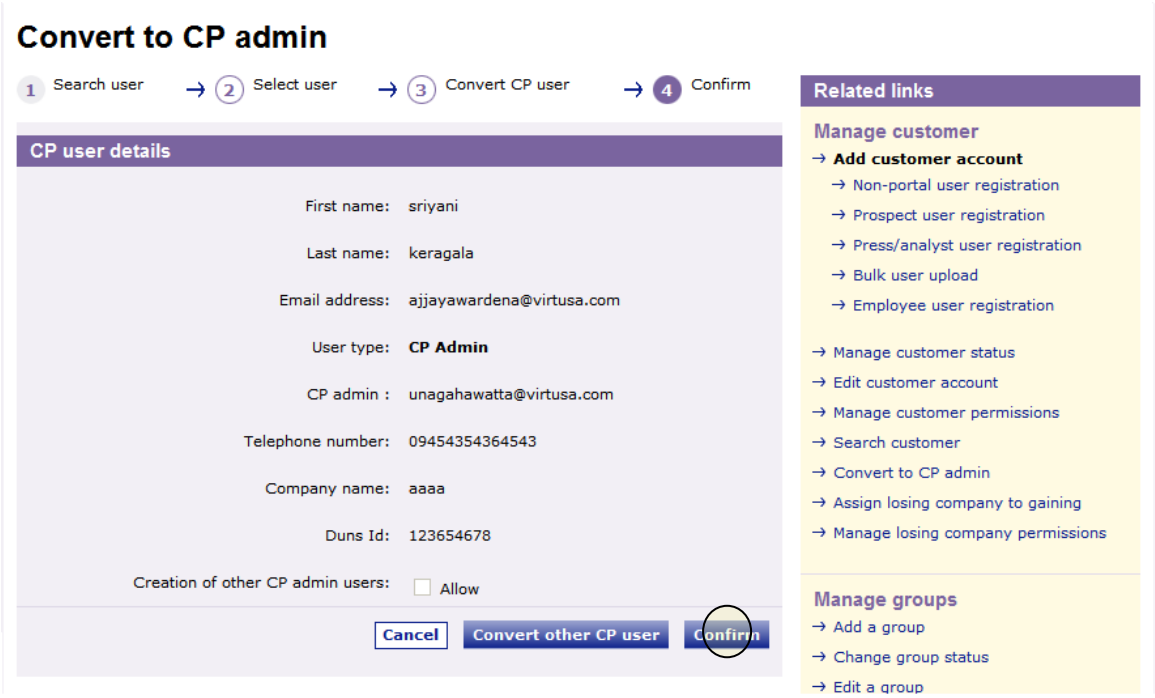


Figure 70: Convert to CP Admin – Confirmation

Step 5 Clicking **Confirm** will take you to the 'Convert to CP Admin – Successful confirmation' page (Figure 71) and an email will be sent to the newly set up CP Admin by the system.

Clicking **Convert other CP user** will take you to the 'Convert to CP Admin' user search page (Figure 67) to perform a new search.

Clicking **Cancel** from the search user or select user pages of the 'Convert to CP Admin' flow will end the process by taking the user back to the CP Admin home page, your home page.

Figure 71: Convert to CP Admin – Successful confirmation

Converting a user to Admin means that they automatically gain access to all applications accessible to the company.

If these applications include access to Openreach Reporting, the portal will send this information to the Openreach Reporting application so that this user can have admin access to it. If any error occurs during this process and access is not properly granted, you can use 'Manage Openreach reporting access' link on the right-hand 'Related links' panel to retry granting access for that user.

4 Group Management

4.1 Overview

User groups

The 'Group management' option is provided to create customer groups which can be granted similar access rights, and revoked access rights in bulk.

For instance, there may be a group of ten users who would only deal with SMPF ordering, while there is another group of five users to perform Line Characteristics check. It will be useful to put the first ten users in a group called 'SMPF Ordering group' and the next five in a group called 'Line Check group'. 'SMPF Ordering group' can be granted access to OneSiebel in bulk, whereas 'Line Check group' can be granted access to Line Checker in bulk which will supplement permissions for all users within these groups.

You can only manage groups within your own company.
One user may only belong to one group, and the user's individual rights override the Group rights so that a user who belongs to the 'SMPF Ordering group' above could also be given individual access to Line Checker.

4.2 How do I create a User Group?

Step 1: Go to your home page ('CP Admin home' page) and click the **Add a group** link. You will be taken to the first step of the 'Add a group' wizard (Figure 72).

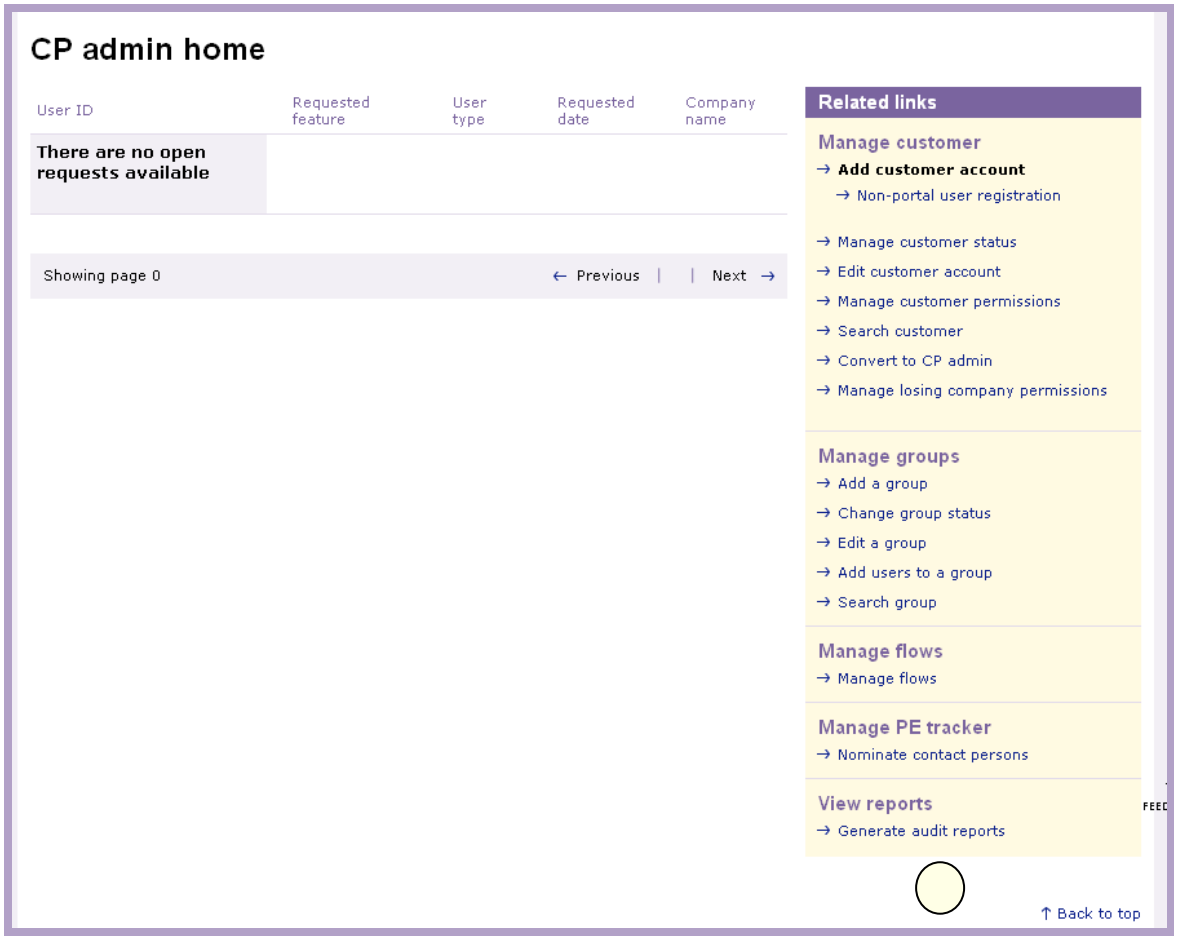


Figure 72: CP Admin home page

Figure 73: Add a group – Find group name

Step 2: Enter the group name in the text box provided and click **Next** (Figure 73) to go to the next step of the 'Add a group' wizard. You can press the **Reset** button to re-enter the group name or press **Cancel** to go back to the 'CP Admin home' page (Figure 74).

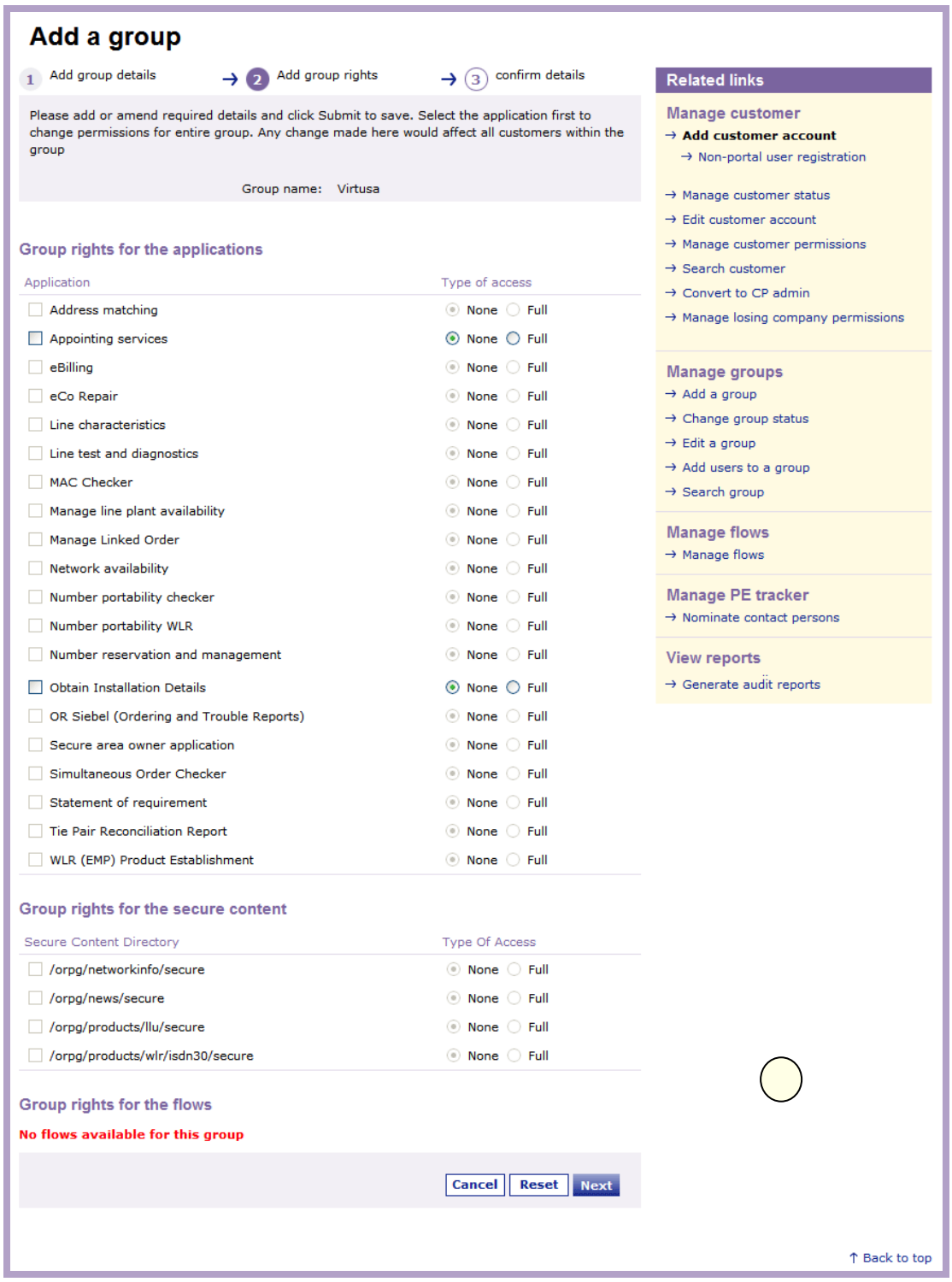

Add a group
1 Add group details
2 Add group rights
3 confirm details
Please add or amend required details and click Submit to save. Select the application first to change permissions for entire group. Any change made here would affect all customers within the group
Group name: Virtusa
Group rights for the applications
Application
Type of access
Address matching None Full
Appointing services None Full
eBilling None Full
eCo Repair None Full
Line characteristics None Full
Line test and diagnostics None Full
MAC Checker None Full
Manage line plant availability None Full
Manage Linked Order None Full
Network availability None Full
Number portability checker None Full
Number portability WLR None Full
Number reservation and management None Full
Obtain Installation Details None Full
OR Siebel (Ordering and Trouble Reports) None Full
Secure area owner application None Full
Simultaneous Order Checker None Full
Statement of requirement None Full
Tie Pair Reconciliation Report None Full
WLR (EMP) Product Establishment None Full
Group rights for the secure content
Secure Content Directory
Type Of Access
/orpg/networkinfo/secure None Full
/orpg/news/secure None Full
/orpg/products/llu/secure None Full
/orpg/products/wlr/isdn30/secure None Full
Group rights for the flows
No flows available for this group
Cancel
Reset
Next
Related links
Manage customer
Add customer account
Non-portal user registration
Manage customer status
Edit customer account
Manage customer permissions
Search customer
Convert to CP admin
Manage losing company permissions
Manage groups
Add a group
Change group status
Edit a group
Add users to a group
Search group
Manage flows
Manage flows
Manage PE tracker
Nominate contact persons
View reports
Generate audit reports
Back to top

Figure 74: Add a group

Group Name cannot be more than 25 characters.

Adding user group rights

Step 3: The dialogue services to be applicable to the group can be selected through this page by selecting one or more applications (Figure 74). The default type of access will be **None**. If access is given, **Full** can be selected against the appropriate dialogue service.

Step 4: Click the **Next** option to confirm the input (Figure 74).

Important: Changes made in this group will affect all users within the group.

Add dialogue services to User Group confirmation

Step 5: You can view the access granted to the group and confirm your input via this page. Click **Confirm** to confirm your input. The system will save the dialogue services assigned to the group. When this group is assigned to an end user, the user will be given access to the selected dialogue services (Figure 75).

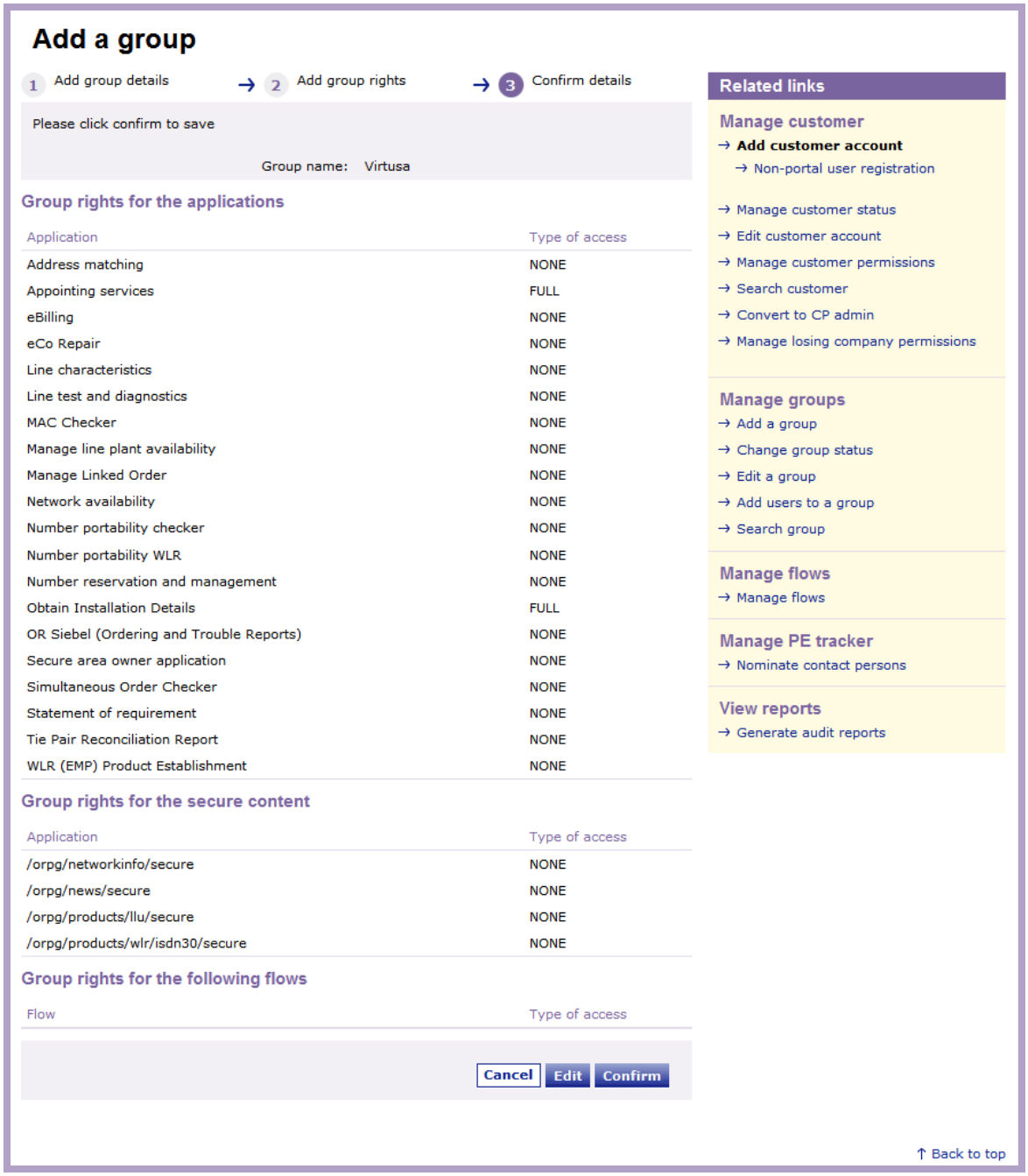


Figure 75: Add a group – Confirm access rights

Editing the access rights before confirmation

If any incorrect data persists, click **Edit** to revert to the 'Add a group – step 2 of 3' page and continue from step 4. If however information displayed is accurate, click **Confirm**. The 'Acknowledgement - group added' page will be loaded (Figure 76).

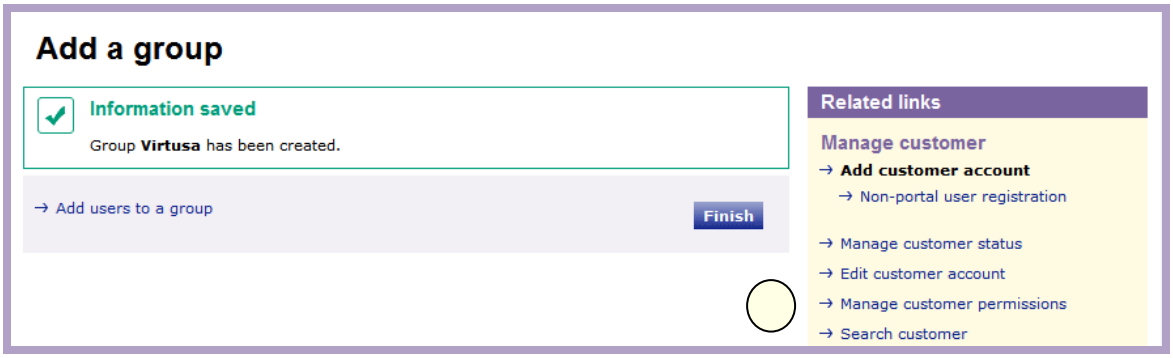


Figure 76: Acknowledgement - Group added page

Step 6: Click **Finish** to complete the Group creation process (Figure 76), and to be taken back to your home page ('CP Admin home' page).

How do I change a Group?

The 'change group status' functionality can be used to deactivate, i.e., delete a group from the portal database. However, this functionality will not delete individual users within the group or affect their individual permissions.

Deactivate/delete a group

Step 1: Go to your home page ('CP Admin home' page) and click the **Change group status** link to begin the 'Change group status' wizard.

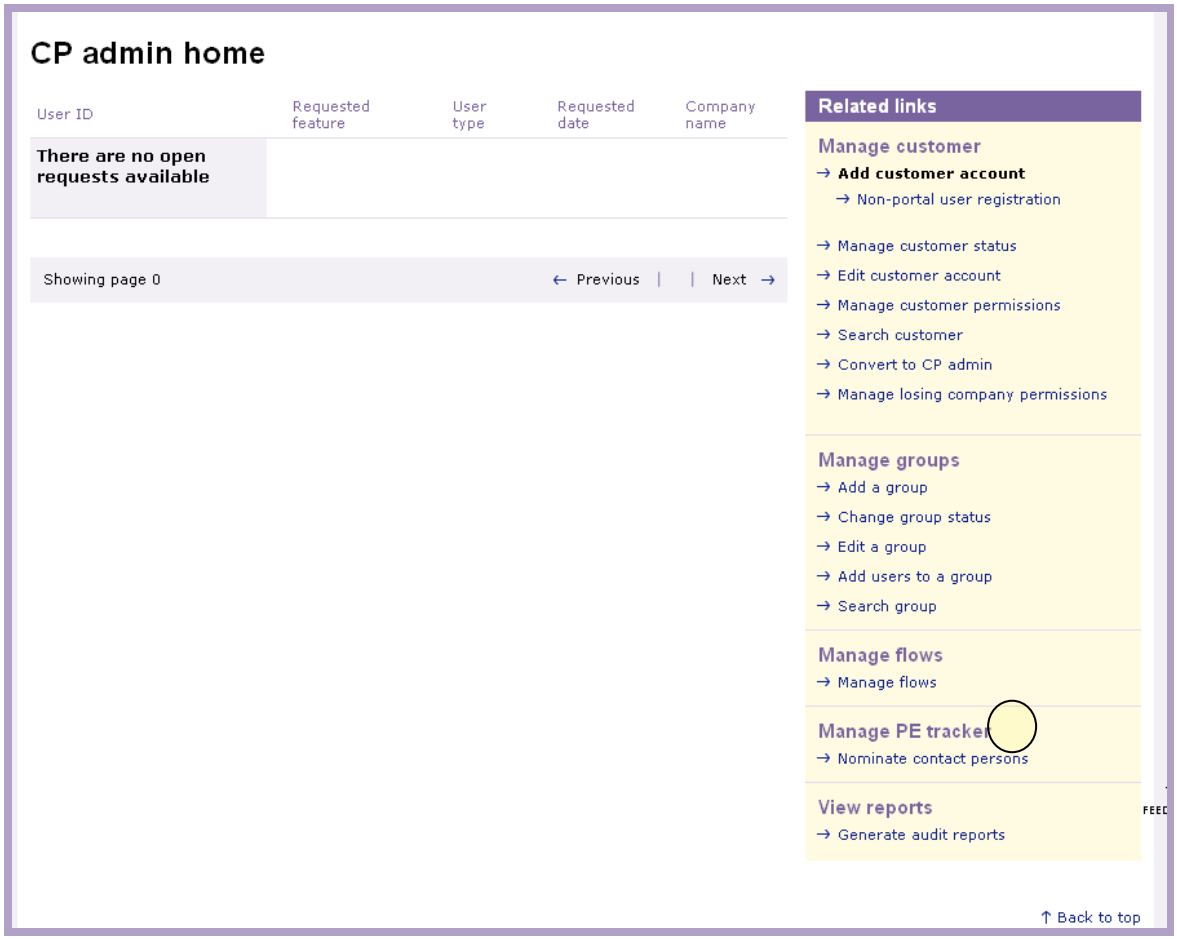


Figure 77: CP Admin home page

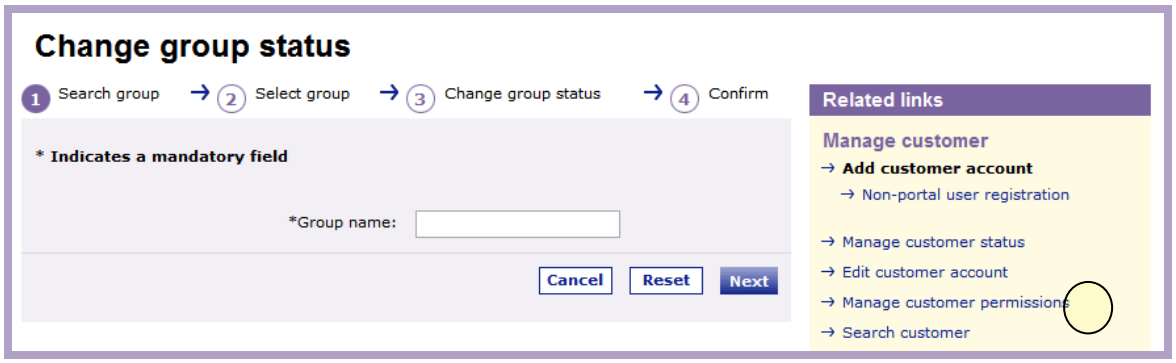


Figure 78: Change group status - Search group

Step 2: Enter the group name and click **Next** to be taken to step 2 of the 'Change group status' wizard (Figure 78)

The system would require you to enter the correct group name to be selected. You can however enter a partial name and perform a search. The system will search and provide a list of group names for you to select.

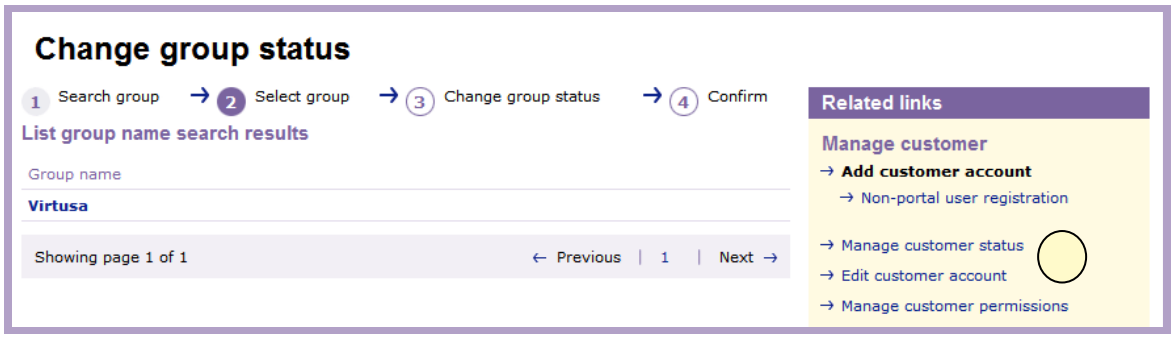


Figure 79: Change group status – Select group

Step 3: On clicking the desired group name, step 3 of the 'Change group status' wizard will load (Figure 79).

Step 5: Select **Inactive** for the 'Group status' field (Figure 80) and click **Next** to proceed to the 'Change group status - confirm' page (Figure 81).

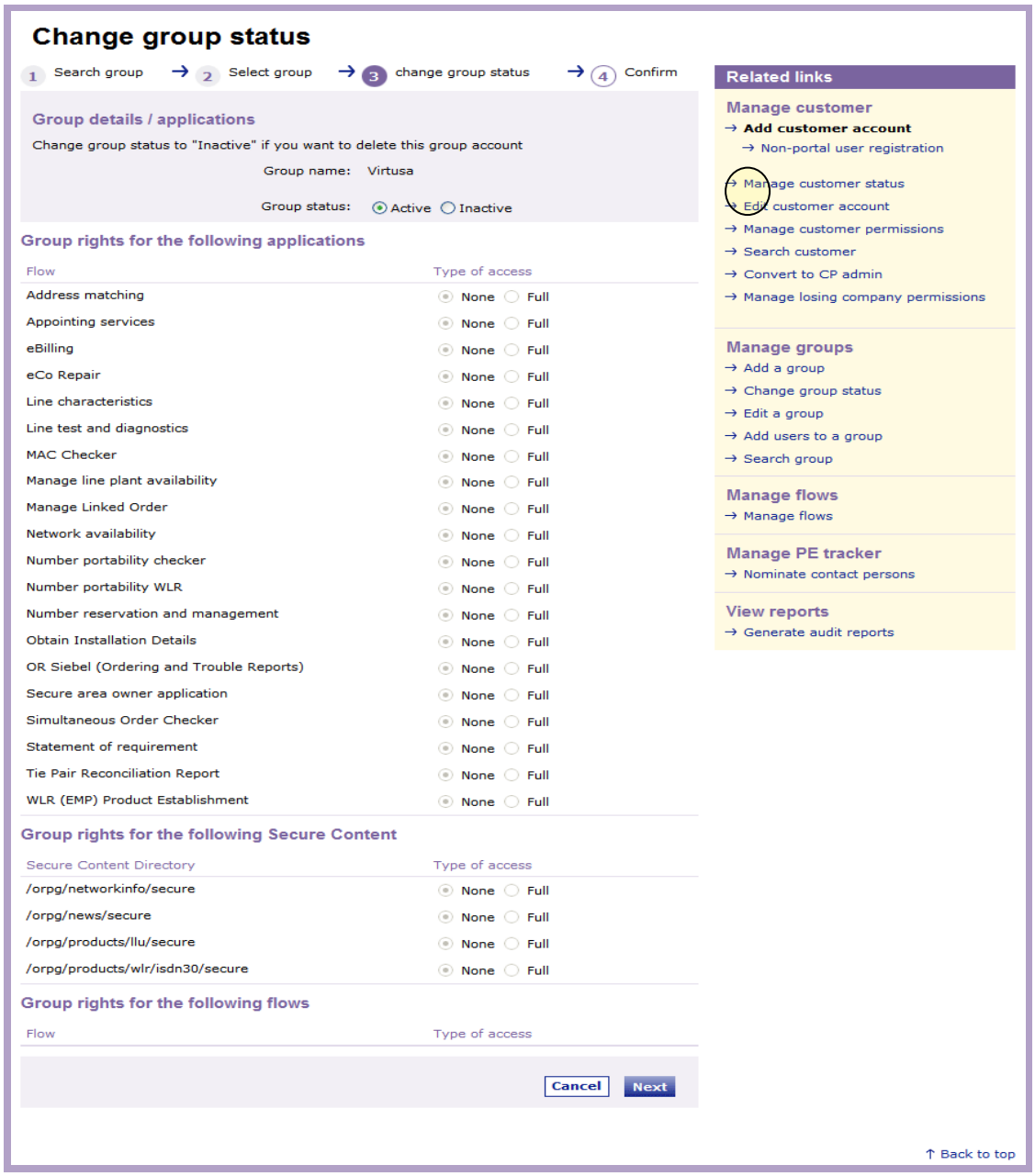

Change group status
1 Search group → 2 Select group → 3 change group status → 4 Confirm
Group details / applications
Change group status to "Inactive" if you want to delete this group account
Group name: Virtusa
Group status: Active Inactive
Group rights for the following applications
Flow
Type of access
Address matching None Full
Appointing services None Full
eBilling None Full
eCo Repair None Full
Line characteristics None Full
Line test and diagnostics None Full
MAC Checker None Full
Manage line plant availability None Full
Manage Linked Order None Full
Network availability None Full
Number portability checker None Full
Number portability WLR None Full
Number reservation and management None Full
Obtain Installation Details None Full
OR Siebel (Ordering and Trouble Reports) None Full
Secure area owner application None Full
Simultaneous Order Checker None Full
Statement of requirement None Full
Tie Pair Reconciliation Report None Full
WLR (EMP) Product Establishment None Full
Group rights for the following Secure Content
Secure Content Directory
Type of access
/orpg/networkinfo/secure None Full
/orpg/news/secure None Full
/orpg/products/llu/secure None Full
/orpg/products/wlr/isdn30/secure None Full
Group rights for the following flows
Flow
Type of access
Cancel
Next
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage flows
→ Manage flows
Manage PE tracker
→ Nominate contact persons
View reports
→ Generate audit reports
↑ Back to top

Figure 80: Change group status - Deactivate

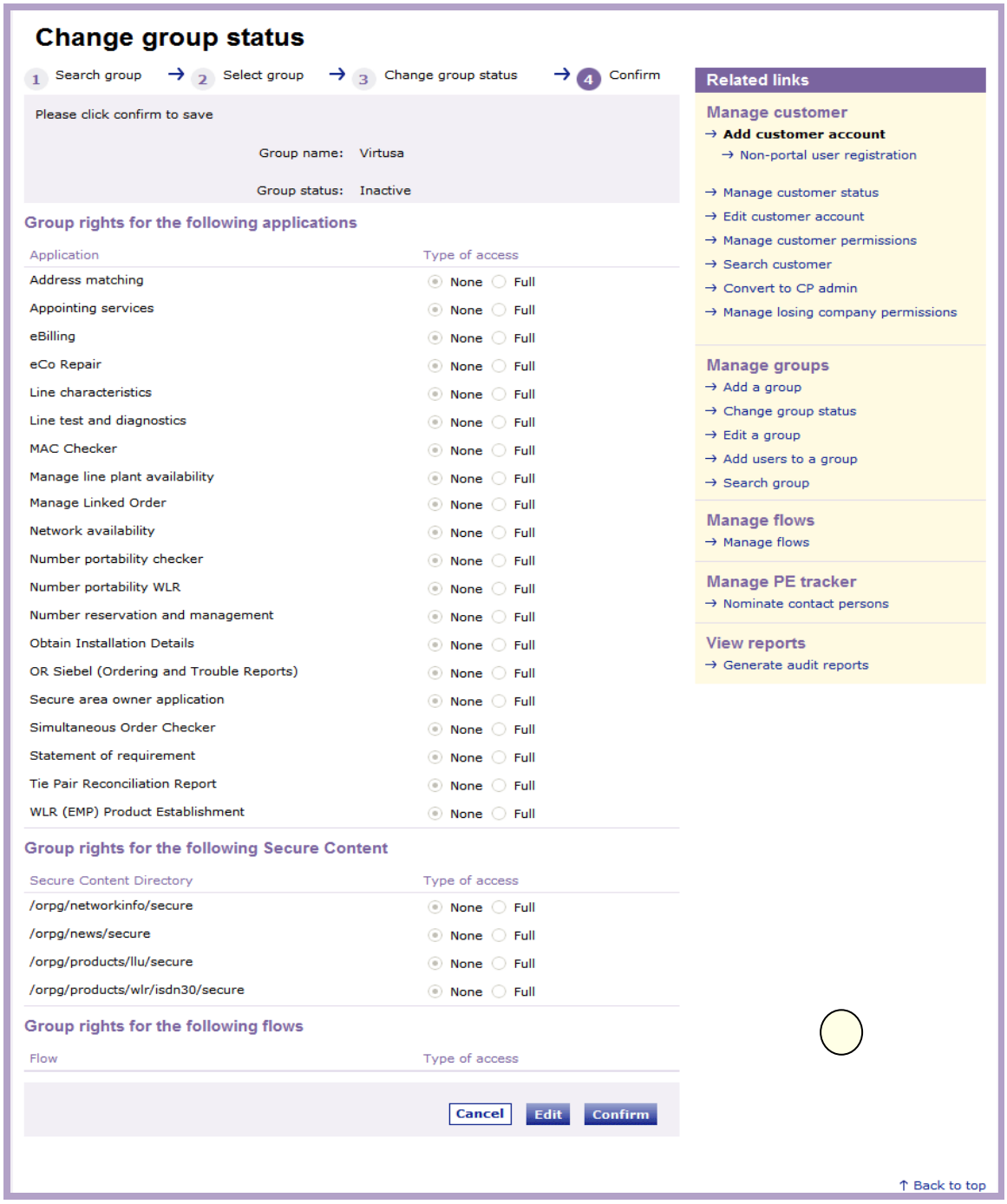


Figure 81: Change group status – Confirm page

Step 6: If any changes need to be made before confirmation, click **Edit** (Figure 81) and revert to step 2 of the 'Change group status' wizard. If however, the information is correct, clicking **'Confirm'** will take you to the 'Acknowledgement – group deleted' page (Figure 82).

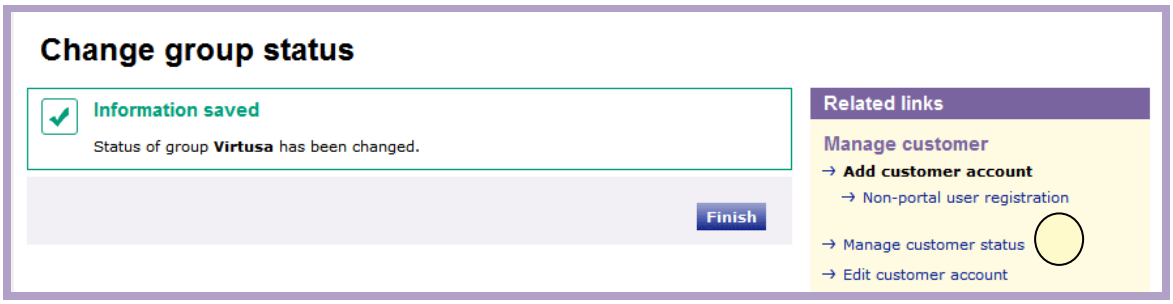


Figure 82: Acknowledgement – Group deleted page

Step 7: Click **Finish** to go back to your home page.

4.3 How do I edit a User Group?

Editing a group's access rights will change the access rights of each user within the selected group. However, access rights of users within that group can be reset by individually changing a user's access rights via the 'Manage customer permissions' functionality.

Step 1: Go to your home page ('CP Admin home' page) and click the **Edit a group** link to begin the 'Edit a group' wizard.

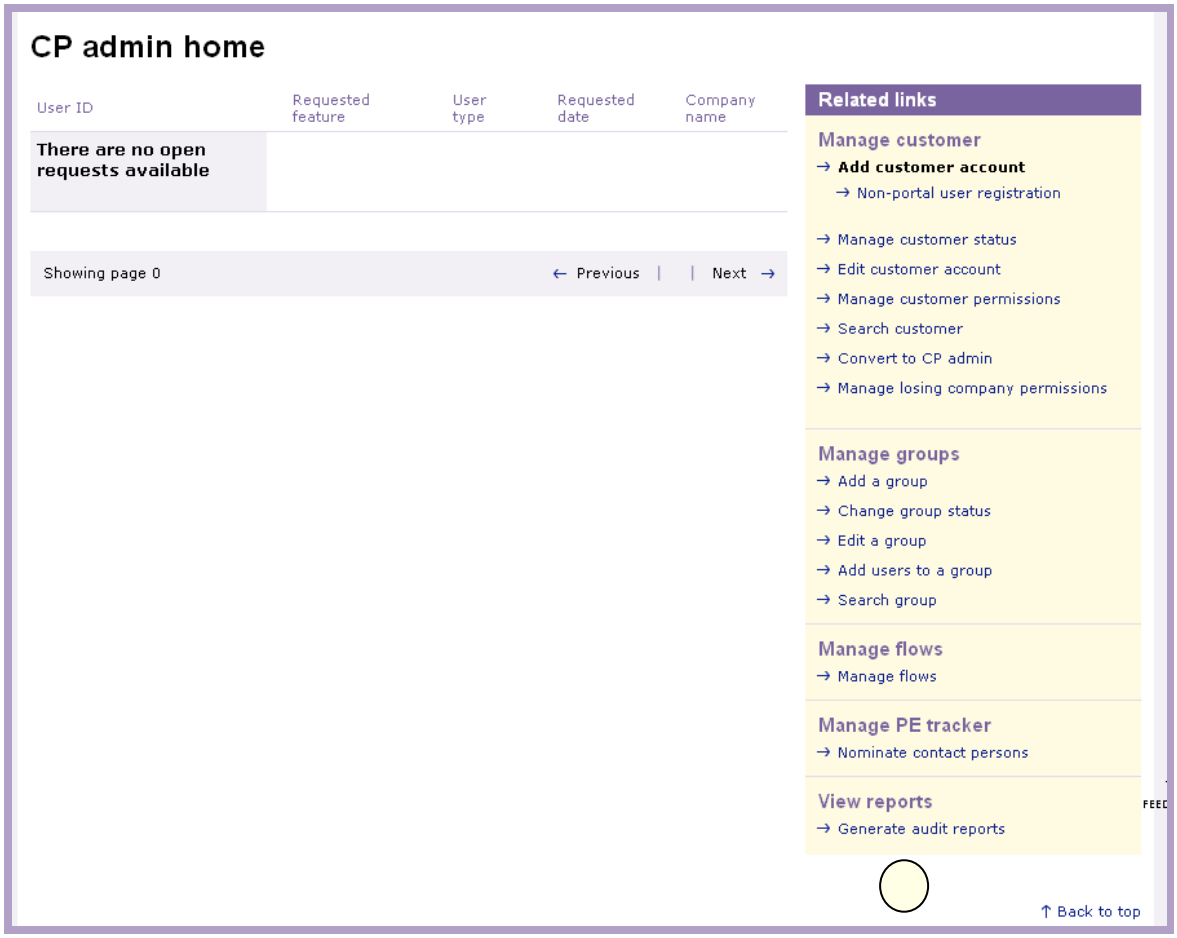


Figure 83: CP Admin home page

Step 2: Enter the group name in the text box provided, and click **Submit** to move on to step 2 of the 'Edit a group' wizard (Figure 84).

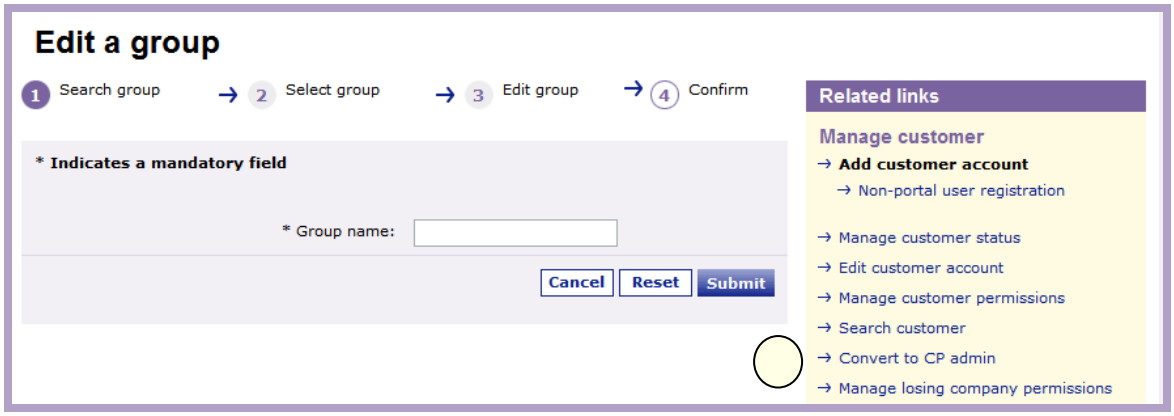


Figure 84: Edit a group – Search group name

Step 3: Select the desired group and proceed to step 3 of the 'Edit a group' wizard (Figure 85). The system will display the application rights given to the selected group.

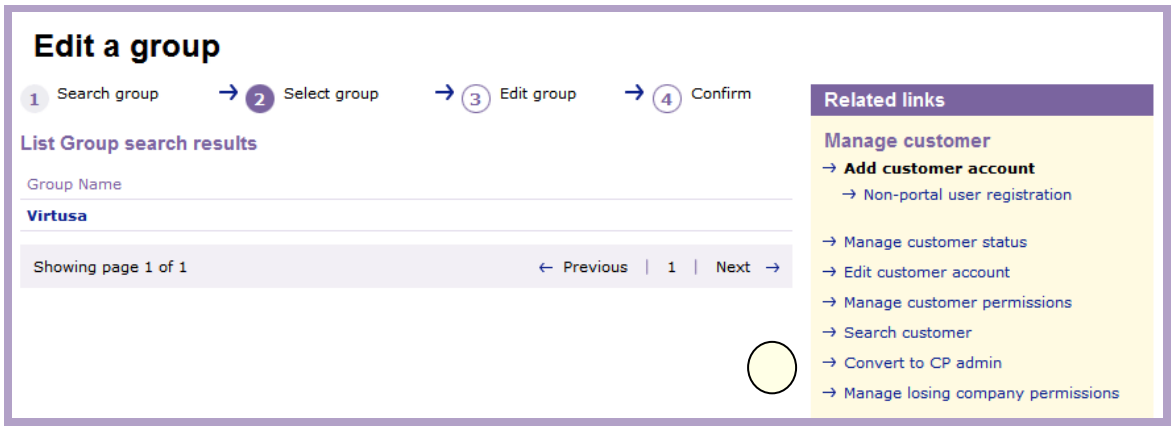


Figure 85: Edit a group – Select group

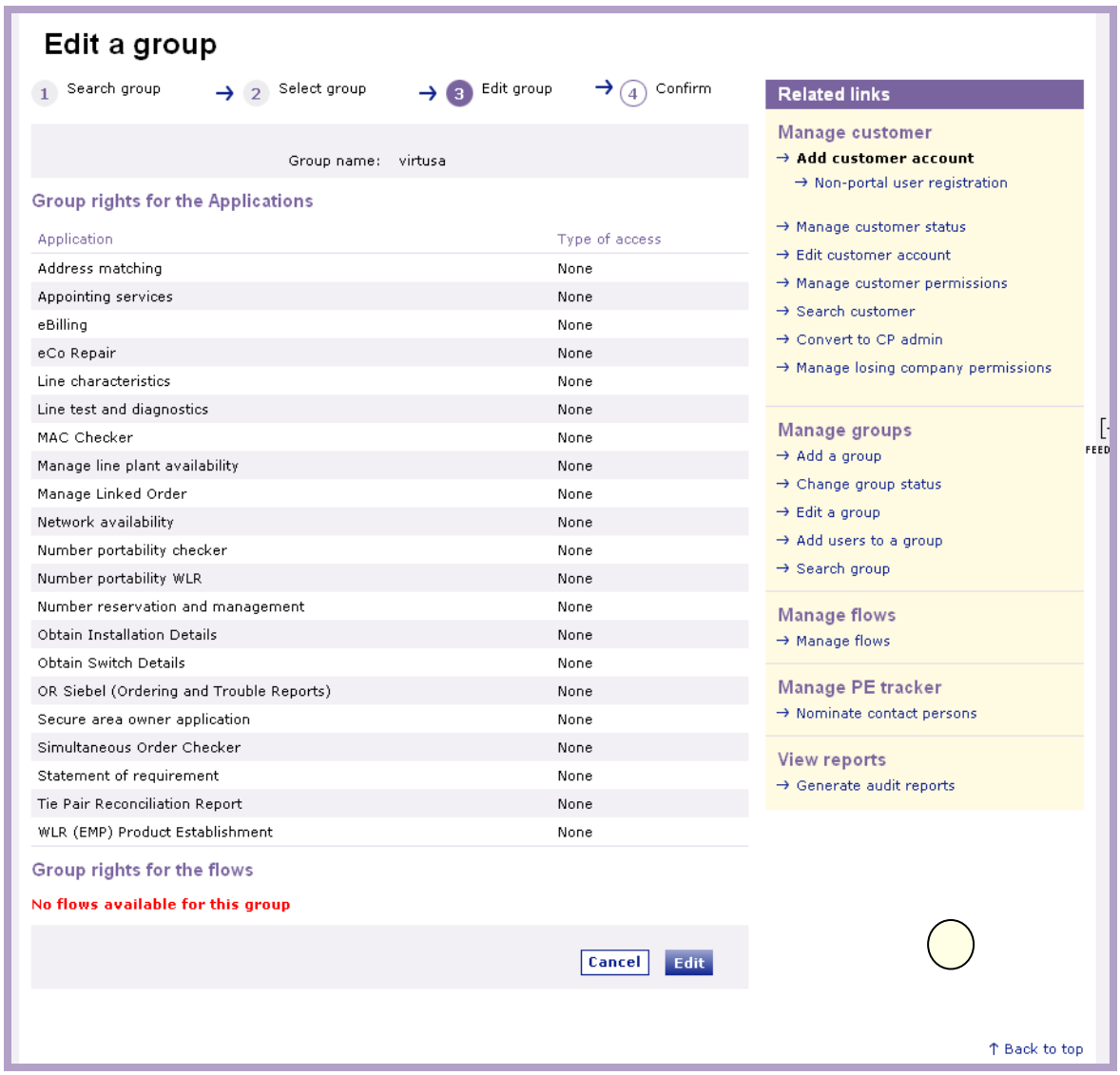


Figure 86: Edit a group – step 3

Step 4: To make changes, click **Edit** for the 'Edit a group' page to load (Figure 86).

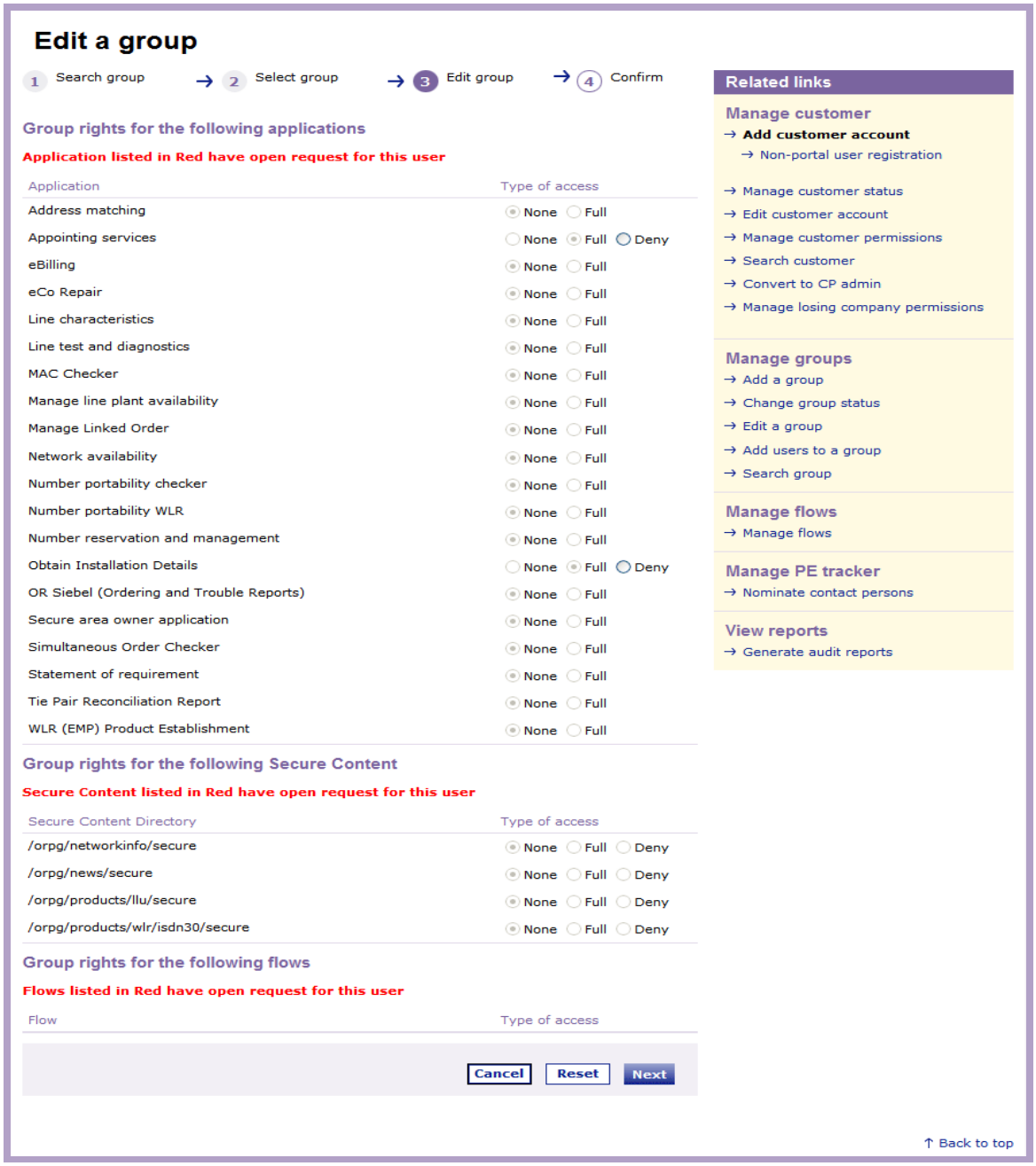

Edit a group
1 Search group
2 Select group
3 Edit group
4 Confirm
Group rights for the following applications
Application listed in Red have open request for this user
Application
Type of access
Address matching None Full
Appointing services None Full Deny
eBilling None Full
eCo Repair None Full
Line characteristics None Full
Line test and diagnostics None Full
MAC Checker None Full
Manage line plant availability None Full
Manage Linked Order None Full
Network availability None Full
Number portability checker None Full
Number portability WLR None Full
Number reservation and management None Full
Obtain Installation Details None Full Deny
OR Siebel (Ordering and Trouble Reports) None Full
Secure area owner application None Full
Simultaneous Order Checker None Full
Statement of requirement None Full
Tie Pair Reconciliation Report None Full
WLR (EMP) Product Establishment None Full
Group rights for the following Secure Content
Secure Content listed in Red have open request for this user
Secure Content Directory
Type of access
/orpg/networkinfo/secure None Full Deny
/orpg/news/secure None Full Deny
/orpg/products/llu/secure None Full Deny
/orpg/products/wlr/isdn30/secure None Full Deny
Group rights for the following flows
Flows listed in Red have open request for this user
Flow
Type of access
Cancel
Reset
Next
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage flows
→ Manage flows
Manage PE tracker
→ Nominate contact persons
View reports
→ Generate audit reports
↑ Back to top

Figure 87: Edit a group – Edit

Step 5: After making the changes, click **Next** and proceed to the 'Edit a group – confirm' page (Figure 88).

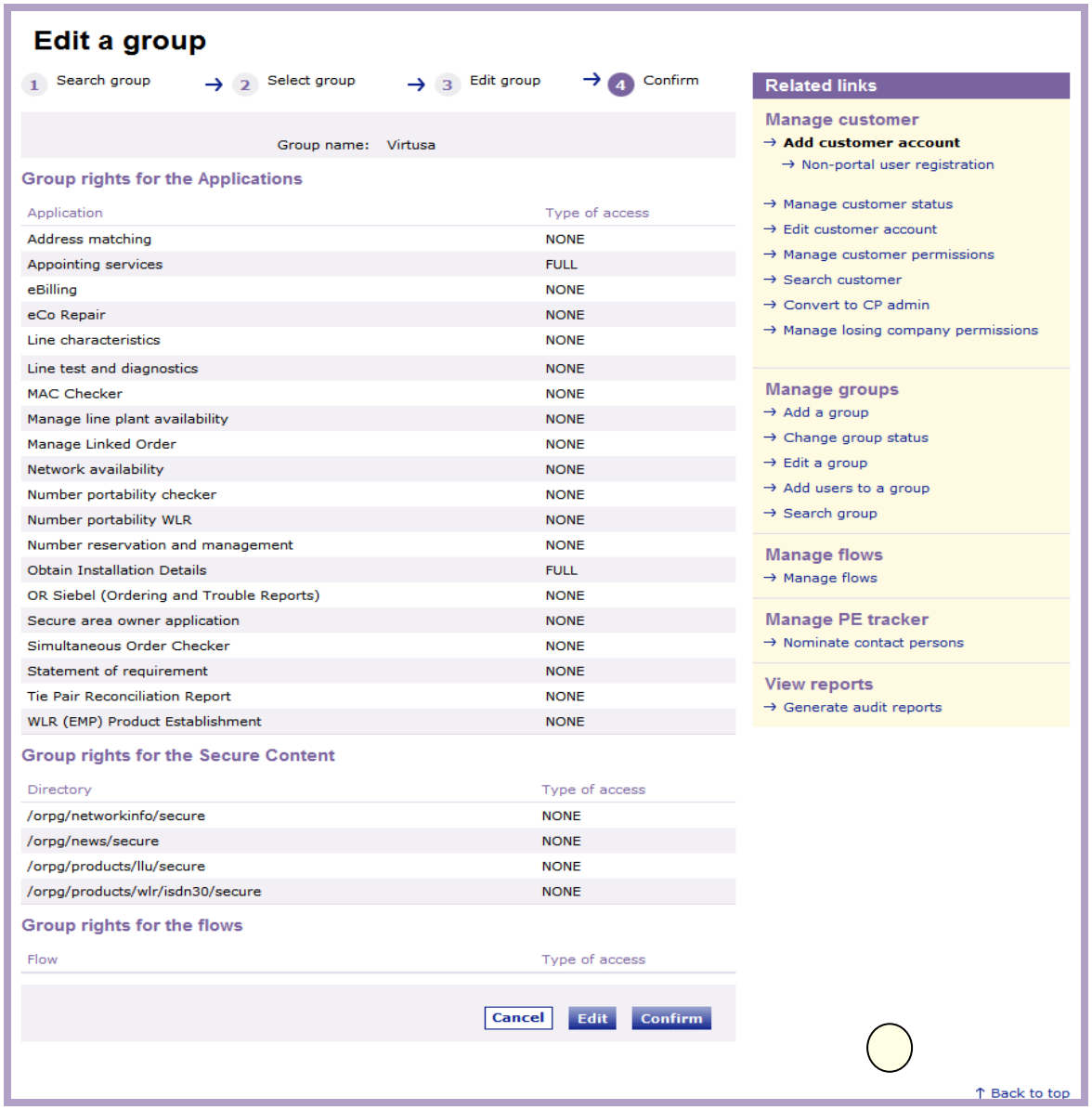


Figure 88: Edit a group – confirm page

Step 6: Click **Confirm** and proceed to the 'Acknowledgement' page (Figure 89).

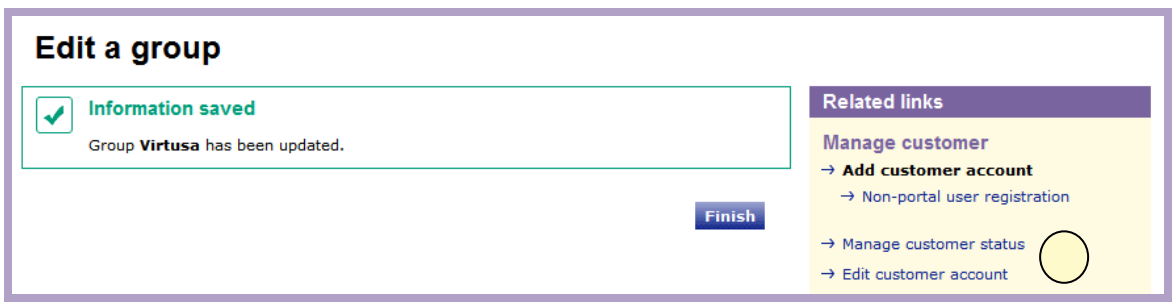


Figure 89: Acknowledgement - Group updated page

Step 7: Click **Finish** to go back to your home page.

Granting/revoking access to Openreach Reporting application requires the portal to communicate with other systems. Should an error occur in this, the access changes to this application will not be completed and can be retried later (you will be displayed an error message informing this). Any other application access changes that were specified will be completed even if issues are faced with Openreach Reporting.

4.4 How do I search for a group?

You could search for a particular group through the portal.

Step 1: Go to your home page ('CP Admin home' page) and click the **Search group** link.

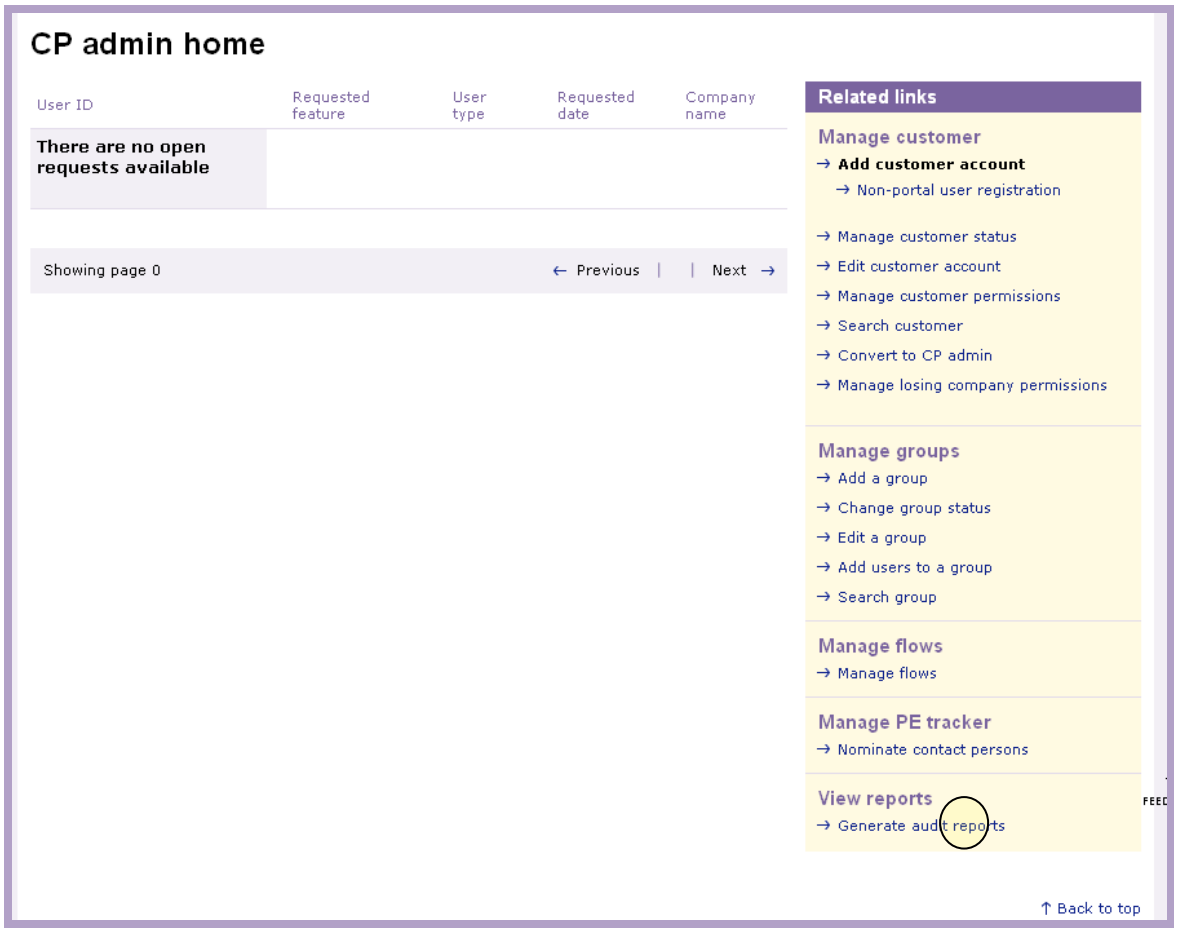


Figure 90: CP Admin home page

You will be directed to the 'Search group' page (Figure 91) which allows you to search for users based on;

- Group Name
- Status
- Dialogue Service

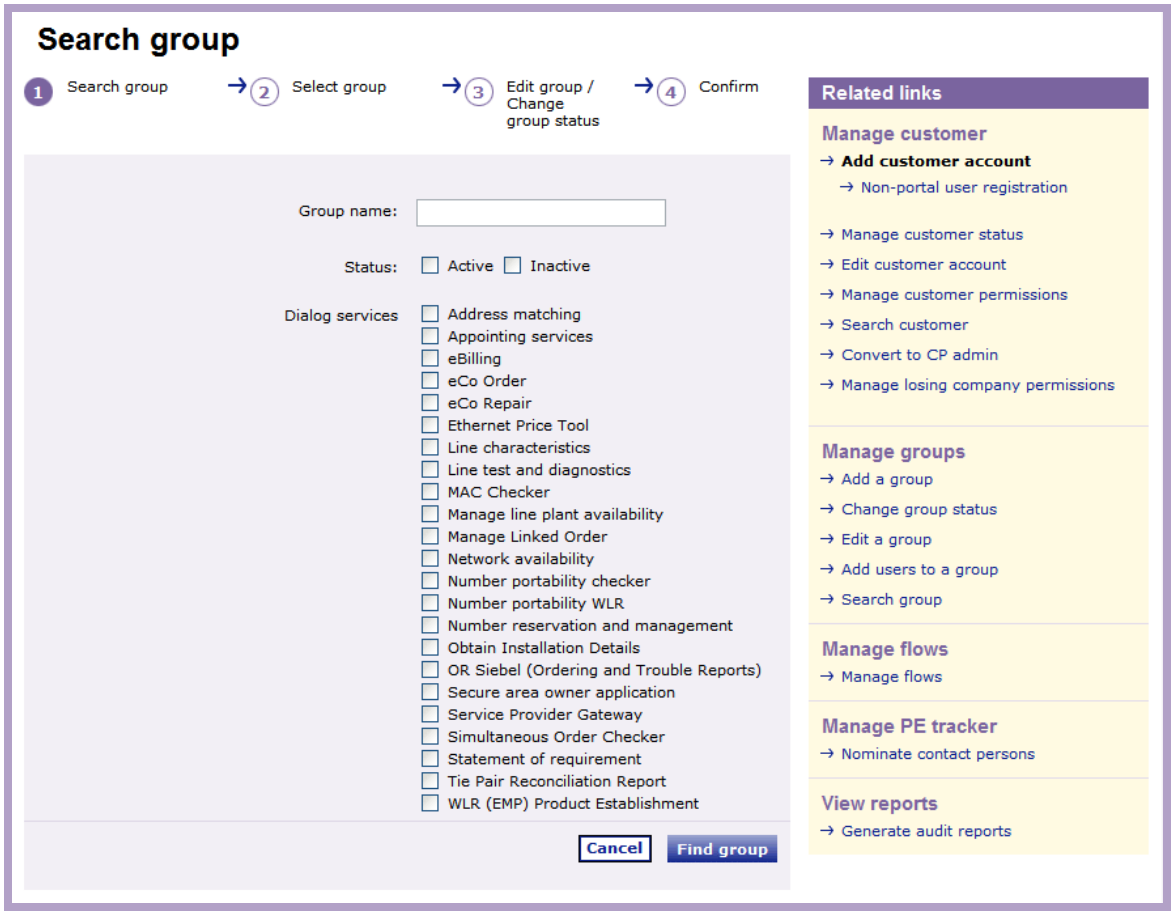


Figure 91: Search group page

Step 2: From the group search results page, you will be allowed to select a group by clicking the corresponding radio button and selecting **Change group status** and **Edit group** to proceed with the required operation (Figure 92).

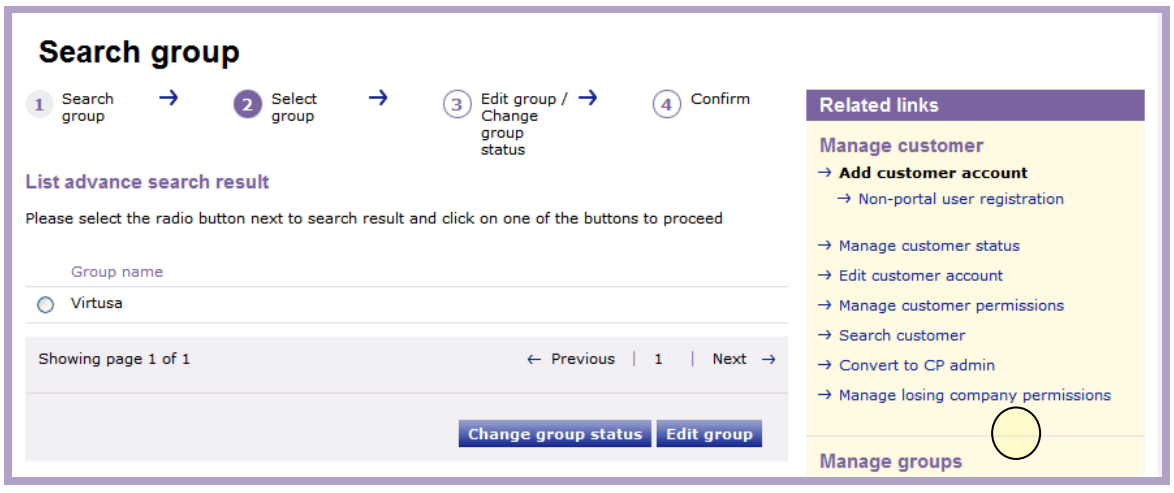


Figure 92: Search group – Edit a group

4.4.1 How do I find a list of users assigned to a group?

To search for a list of users assigned to a particular group;

Step 1: Go to your home page ('CP Admin home' page) and click the **Search customer** link. You will then be taken to the 'Search customer' page.

Step 2: Enter the required group name and click **Find users.**

Figure 93: Search users belonging to a group

The application then lists out all users who belong to the required group.

4.5 How do I add users to a group?

This provides the facility for you to add your company's users to the groups you created.

Step 1: Go to your home page ('CP Admin home' page) and click the **Add users to a group** link. You will then be taken to the 'Search groups' page.

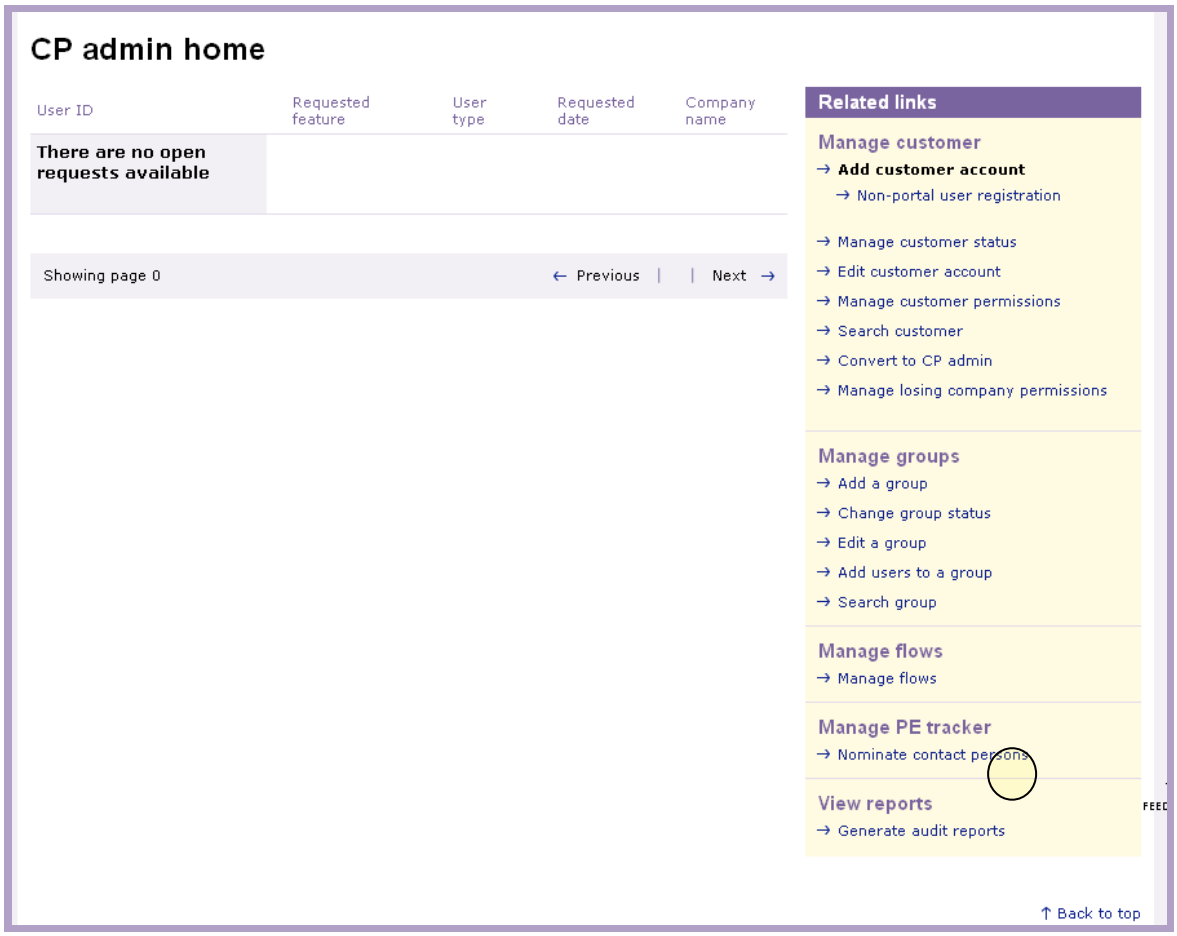


Figure 94: CP Admin home page

Step 2: A search for a group can be based on the following criteria (Figure 94);

- Group Name
- Status
- Dialogue Service
- Application

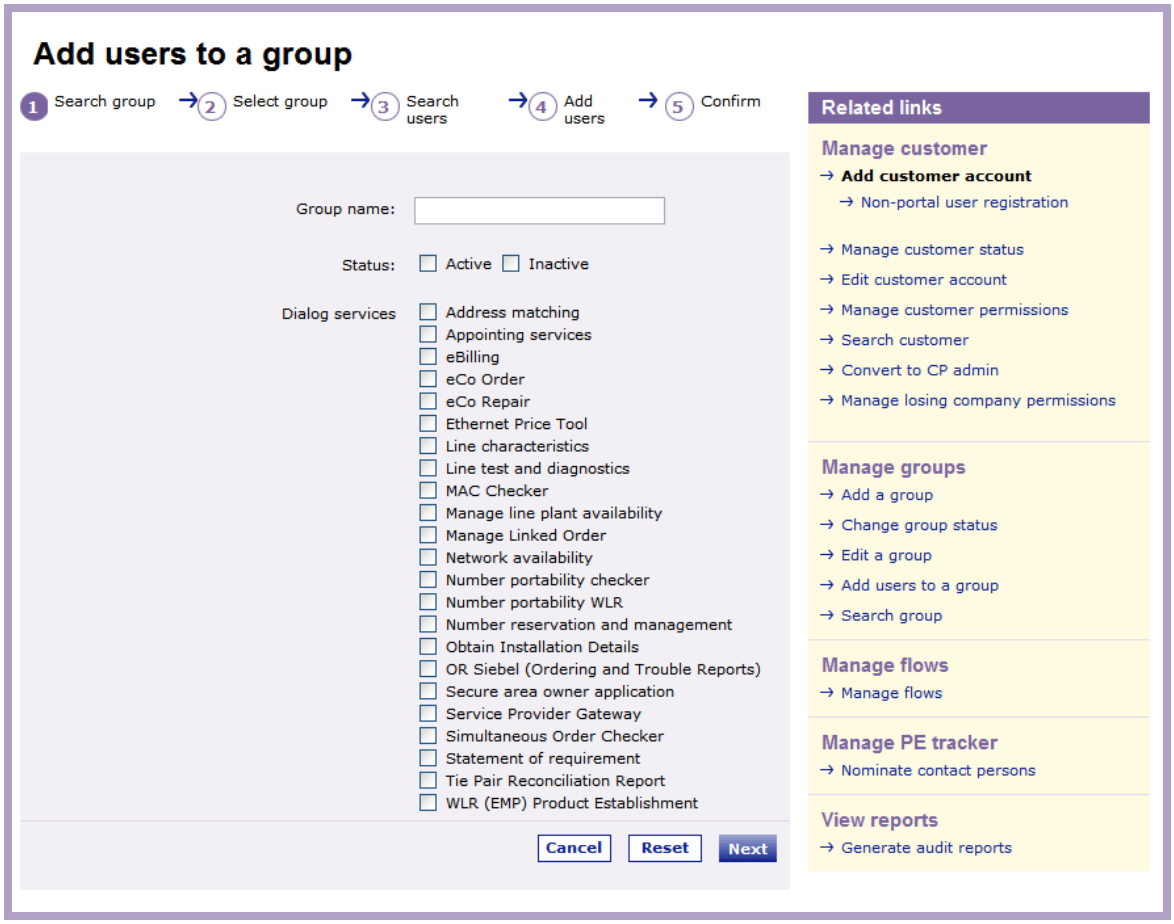


Figure 95: Add users to a group – Search group

Step 4: Depending on the search results displayed, select the required group and click **Add users to a group** (Figure 95). You will then be directed to the Add users to a group – Search users' page (Figure 96).

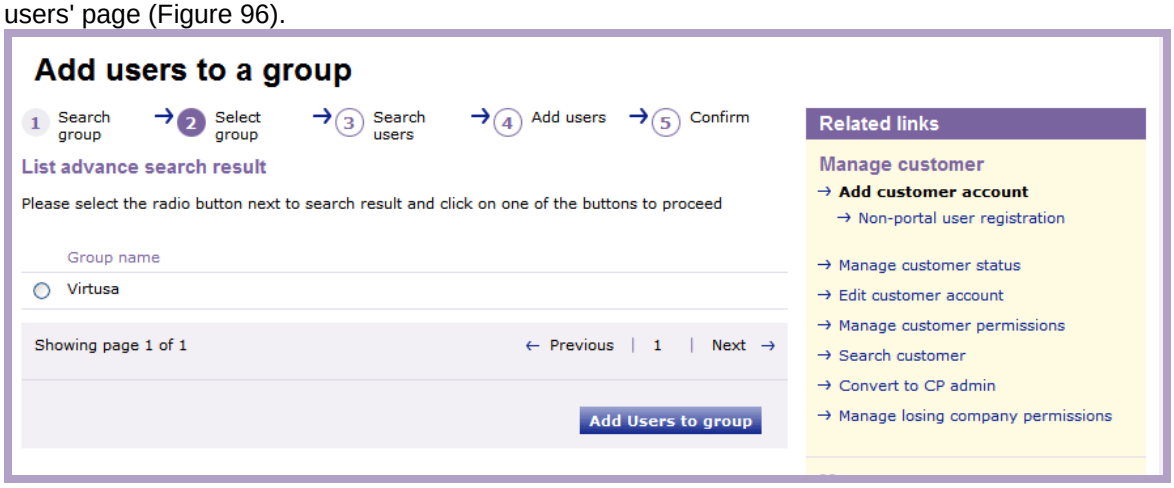


Figure 96: Add users to a group – Required groups

Step 5: The 'Search customer' page can be used to search for the users you would like to add to the group. The search criteria for the users can be as follows (Figure 97):

- User ID

- Company Name
- Group Name
- DUNS ID
- Customer Type
- Status
- Dialogue Service

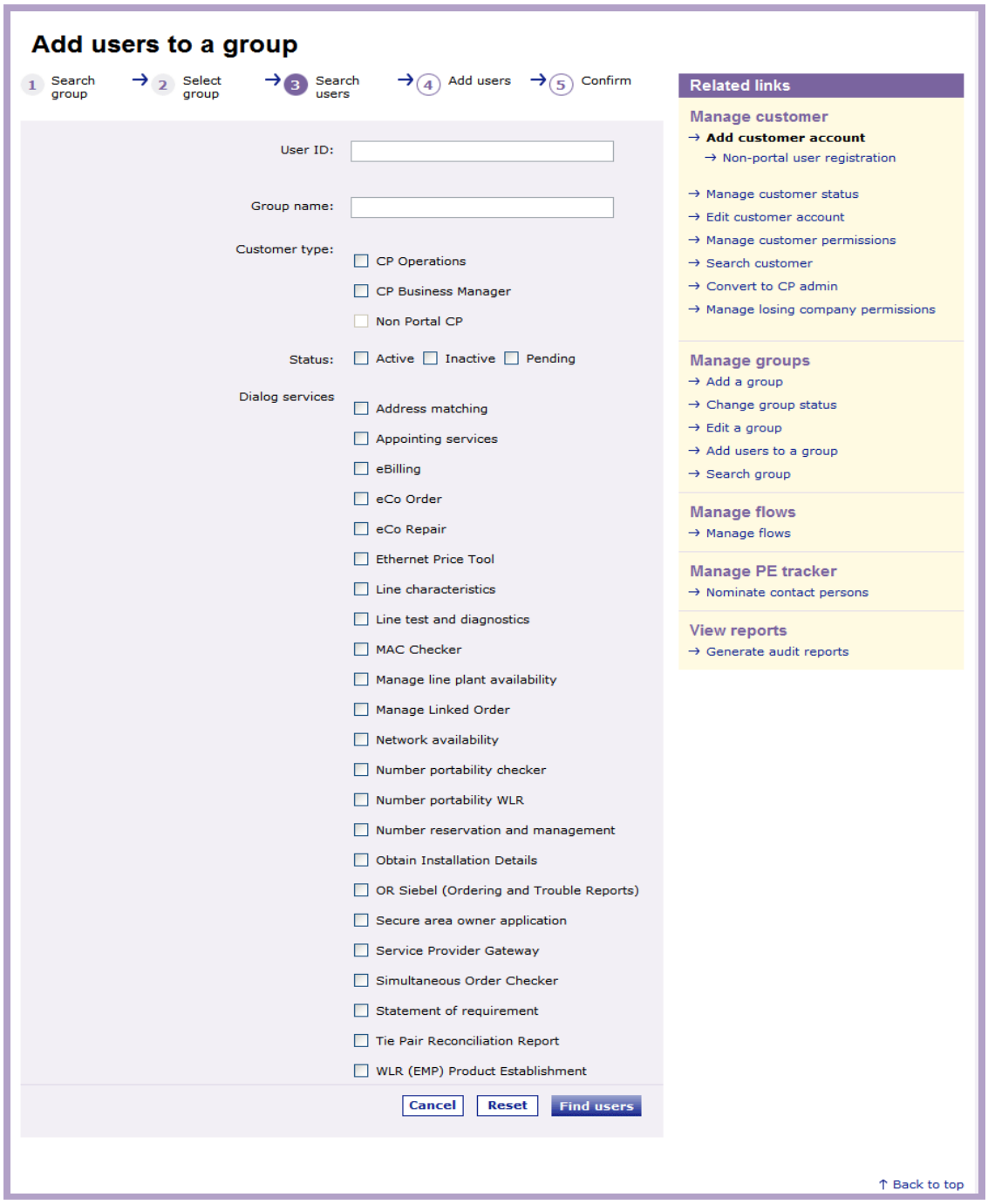


Figure 97: Add users to a group – Search users

Once the required search criterion has been entered, click **Find users** to proceed. The search results are then displayed, and you may select the required users and click **Add users to a**

group.

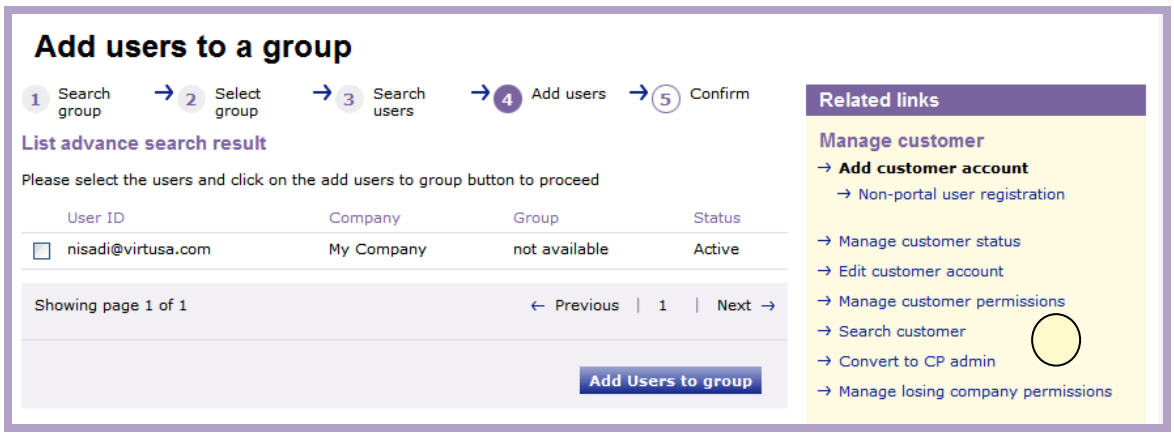


Figure 98: Add users to a group – Select users

Step 6: Select the users to be included to the search combination results.

Completion of step 6 will then take you to the confirmation page that lists out all the users that have been added to the group, displaying the selected users to be included to the Group Name (Figure 99).

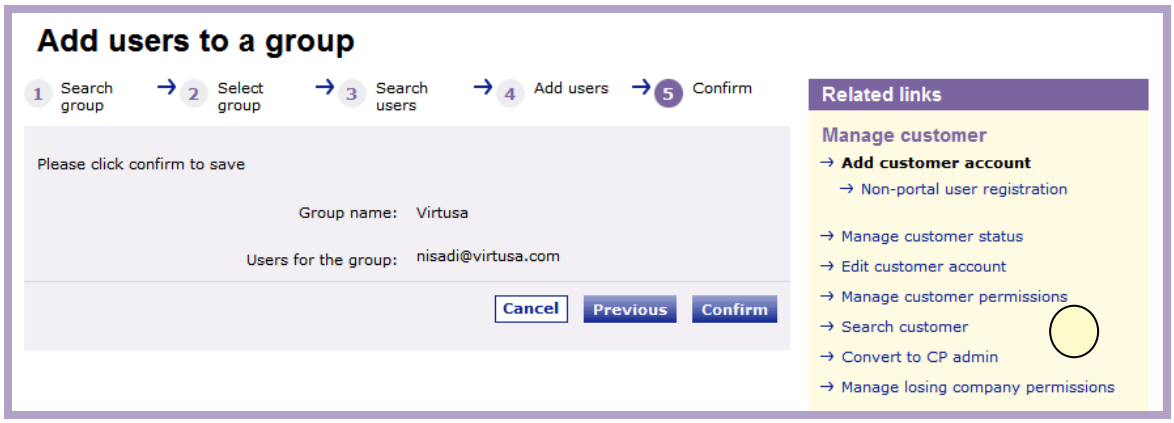


Figure 99: Add Users to Group – Confirmation

Step 7: You can select the **Confirm** option to confirm the selected users to be added to the group. You can also go back by clicking the **Previous** option to edit the users to be selected (Figure 99).

Step 8: Once you have confirmed the list of users to the group, the users are successfully added to the required group, and the confirmation message is displayed (Figure 100).

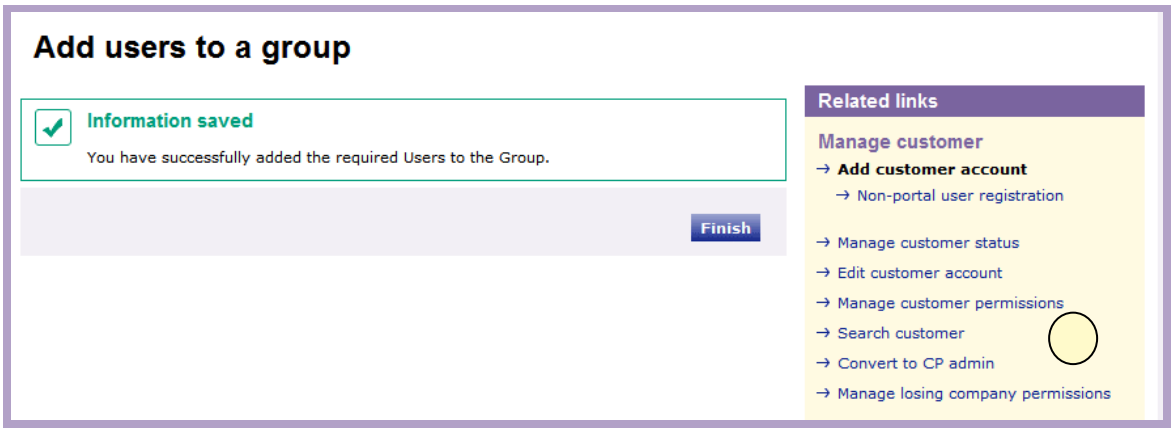


Figure 100: Add users to a group – Success

Step 9: Click **Finish** to go back to your home page ('CP Admin home' page).

5 My Tools – Giving User Access

5.1 How do I allow users to access the Portal applications?

Customers can request access to the following dialogue services and applications on the Openreach portal directly.

- Line characteristics
- Enhance line characteristics (For GEA)
- Appointing services for LLU and WLR
- Address matching
- Network availability
- Line test and diagnostics for LLU and WLR
- Service test (For GEA)
- Number portability checker
- eBilling
- Openreach Reporting (formerly Openreach Analytics)
- Simultaneous order checker
- MAC checker
- Tie pair report
- Manage line plant availability
- Manage Friendly URL Resolver
- Obtain installation details
- Number reservation and management
- Number portability (WLR)
- Manage linked order
- Request Connection Price Band
- Statement of requirement
- Shared Calendar
- Calling and network features
- Test access products
- Tie pair checker
- RAD View

CP Admins who have access to Openreach Reporting application will automatically be granted access to the ‘Openreach Reporting admin tool’ which will allow you to control the information that your users with access to Openreach Reporting can view.

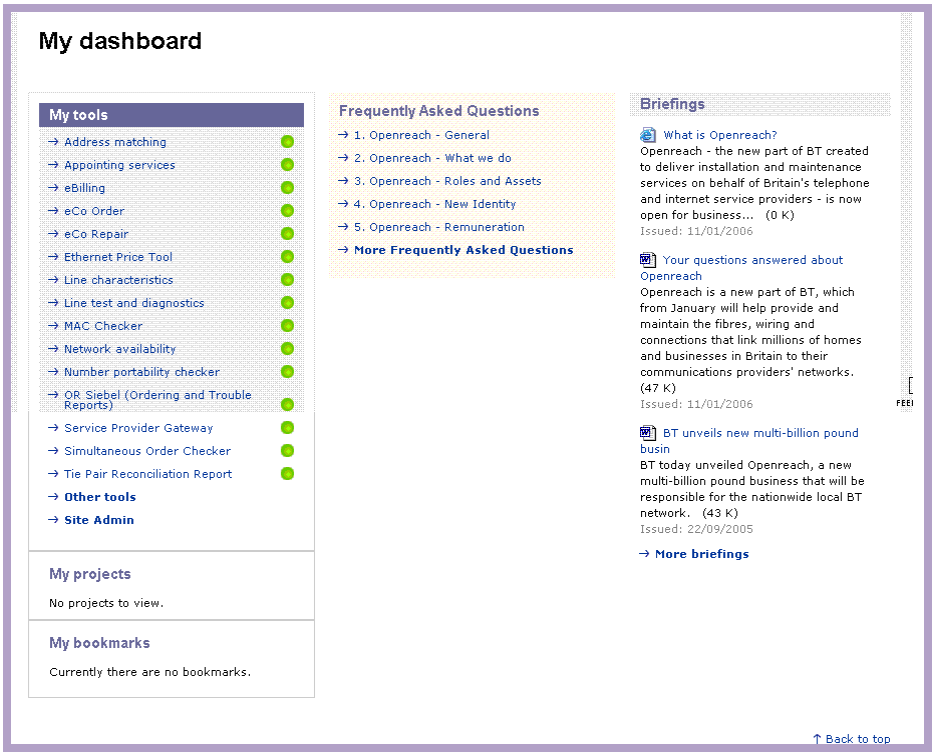

My dashboard
My tools
Address matching
Appointing services
eBilling
eCo Order
eCo Repair
Ethernet Price Tool
Line characteristics
Line test and diagnostics
MAC Checker
Network availability
Number portability checker
OR Siebel (Ordering and Trouble Reports)
Service Provider Gateway
Simultaneous Order Checker
Tie Pair Reconciliation Report
Other tools
Site Admin
My projects
No projects to view.
My bookmarks
Currently there are no bookmarks.
Frequently Asked Questions
1. Openreach - General
2. Openreach - What we do
3. Openreach - Roles and Assets
4. Openreach - New Identity
5. Openreach - Remuneration
More Frequently Asked Questions
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006
Your questions answered about Openreach
Openreach is a new part of BT, which from January will help provide and maintain the fibres, wiring and connections that link millions of homes and businesses in Britain to their communications providers' networks. (47 K)
Issued: 11/01/2006
BT unveils new multi-billion pound busin
BT today unveiled Openreach, a new multi-billion pound business that will be responsible for the nationwide local BT network. (43 K)
Issued: 22/09/2005
More briefings
Back to top

Figure 101: User dashboard

Service Provider Gateway (SPG), eCo X and Quick Quote access is not managed through the Openreach portal.

As of R2200, the new dialogue service Request Connection Price Band will be available for the users.

5.2 What is Openreach Seibel and how do my users get access to it?

Openreach Siebel is a strategic Customer Relationship Management (CRM) platform for facilitating online ordering and tracking of products and services. The following steps define access to Siebel.

Step 1: Your company contacts Openreach Account Manager for Siebel access (offline).

Step 2: Openreach Account Manager completes the offline process to allow your registered company to order MPF or SMPF online.

Step 3: Openreach Account Manager contacts Siebel administrator to set up your company as a Siebel user (offline).

Step 4: The Siebel administrator sets up the contact details of your company on Siebel.

Step 5: The Openreach customer record is updated automatically on the Openreach portal using Web services.

Step 6: An email is sent to your company by the Openreach portal confirming access (or denial of access) to Siebel.

Step 7: If access is granted, CP Admin will see the **Launch Application** link on the Siebel home page and will have the access rights 'Line Checker' at the end of this process.

5.3 What is X-hour repair tool and how do my users get access to it?

X-hour repair tool is a tactical solution that allows CP's to expedite faults in a given faulty line. In order to request an X-hour repair request the CP must have first submitted the fault report on your usual Openreach gateway and have received an Openreach fault reference

The process to gain access to X-hour repair tool is as follows,

Step 1 Customer clicks the 'Other tools' link from My dashboard

Step 2 Customer navigates and clicks on X-Hour repair tool
Step 3 Customer clicks the 'Request for access' link
Step 4 Help desk and requester will be notified about the request
Step 5 Once service desk approves the request, email sent to customer and the application will be listed in the CP's dashboard.
Step 6: User should then click on the X-hour repair tool and click on launch application

5.4 What is Openreach Reporting and how do my users get access to it?

Openreach Reporting (formerly Openreach Analytics) is a service offered to CPs that will enable them to view and monitor Openreach performance in delivering orders and restoring faults for Private Circuits and Broadband lines, within a secure environment.

The process to gain access to Openreach Reporting is as follows:

Step 1: Customer requests for access through the Openreach Portal (online)

1.1 Customer clicks the 'Other tools' link from 'My dashboard'.

1.2 Customer clicks the Openreach Reporting application in the 'Other tools' page, CP is directed to the 'Request for access' page (Figure 105).

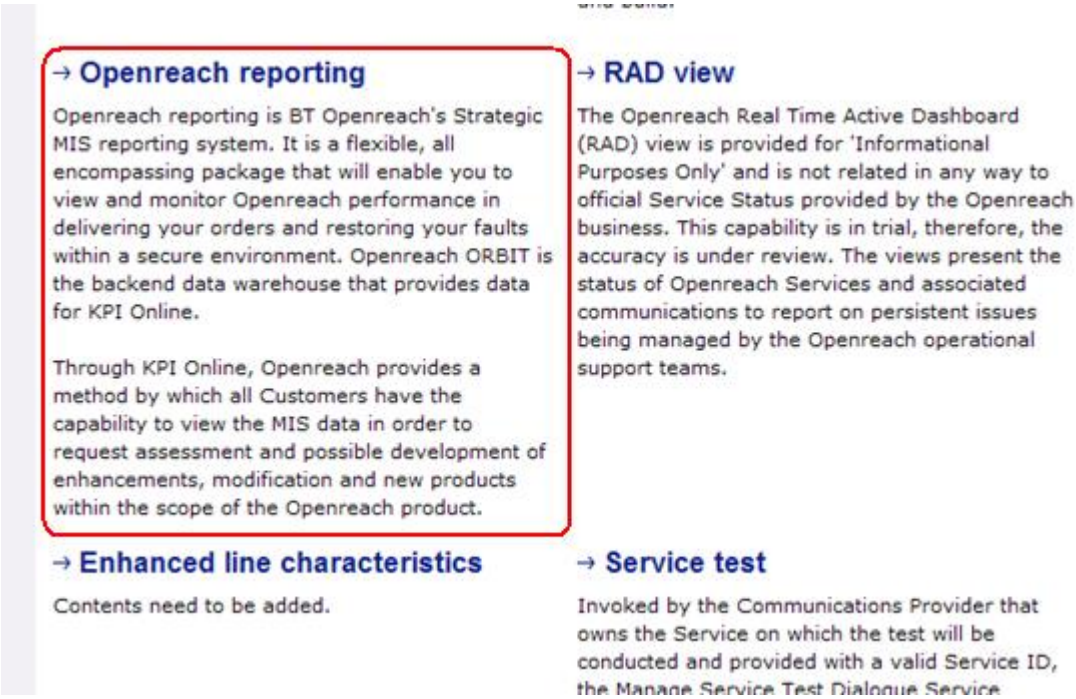

→ Openreach reporting
Openreach reporting is BT Openreach's Strategic MIS reporting system. It is a flexible, all encompassing package that will enable you to view and monitor Openreach performance in delivering your orders and restoring your faults within a secure environment. Openreach ORBIT is the backend data warehouse that provides data for KPI Online.
Through KPI Online, Openreach provides a method by which all Customers have the capability to view the MIS data in order to request assessment and possible development of enhancements, modification and new products within the scope of the Openreach product.
→ RAD view
The Openreach Real Time Active Dashboard (RAD) view is provided for 'Informational Purposes Only' and is not related in any way to official Service Status provided by the Openreach business. This capability is in trial, therefore, the accuracy is under review. The views present the status of Openreach Services and associated communications to report on persistent issues being managed by the Openreach operational support teams.
→ Enhanced line characteristics
Contents need to be added.
→ Service test
Invoked by the Communications Provider that owns the Service on which the test will be conducted and provided with a valid Service ID,

Figure 102: Other tools page and link to 'Openreach reporting'

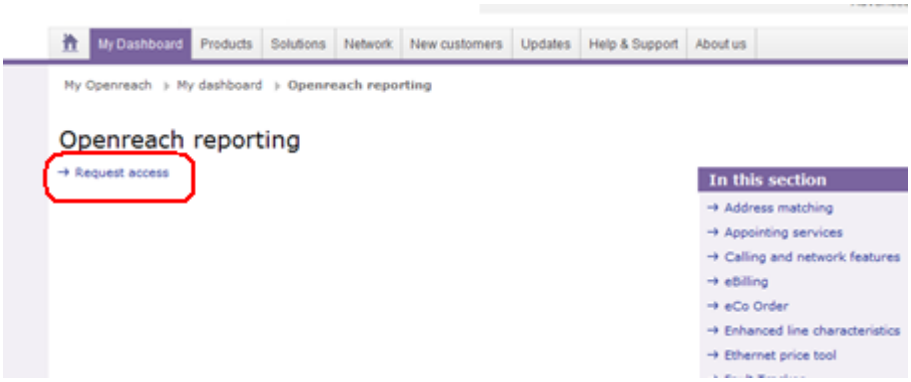


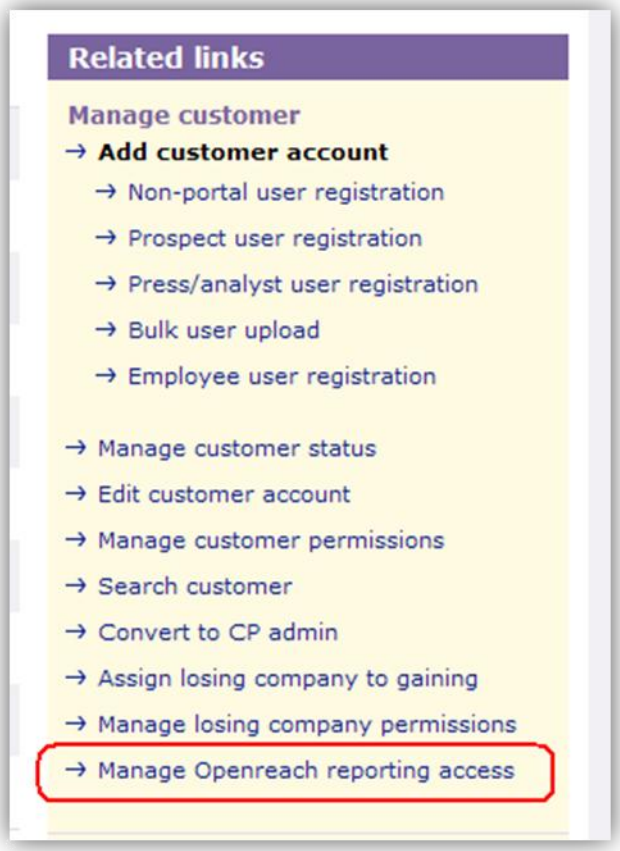
Figure 103: Request for access

Step 2: Login to your administrative account and approve the request to access Openreach Reporting (if the user requesting it is authorised to do so within your company).

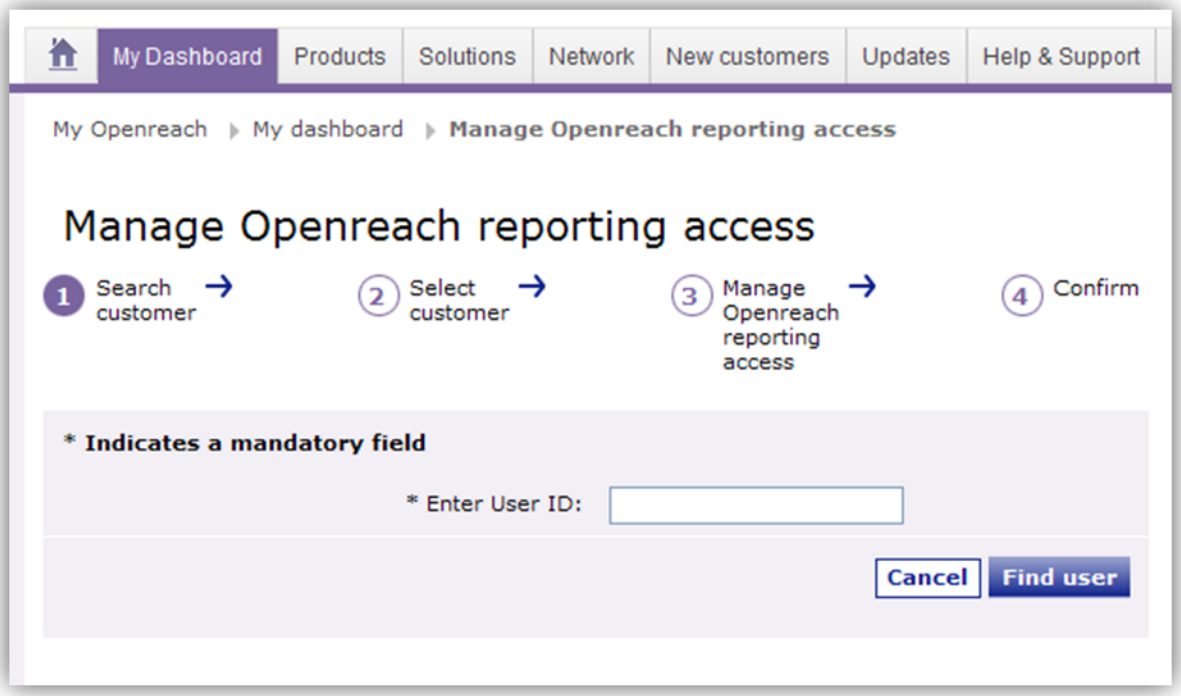
As of R1900 (release updated in March 2012), the need to manually fill the request access form and mailing to Openreach is no longer required to get access to Openreach Reporting. Users can be granted access to this application by CP Admins using the normal access permission module (Manage Customer Permissions option) or for groups through 'Edit a group' option.

In some rare cases, the automatic access granting to Openreach Reporting application may fail and the user's access status may not be properly updated. In such cases use the 'Manage Openreach reporting access' link on the right-hand 'Related links' panel to retry correcting access:

Step 1: Link to the Manage Openreach reporting access application for Admins


Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Prospect user registration
→ Press/analyst user registration
→ Bulk user upload
→ Employee user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Assign losing company to gaining
→ Manage losing company permissions
→ Manage Openreach reporting access

Step 2: Search customer page in Manage Openreach reporting access

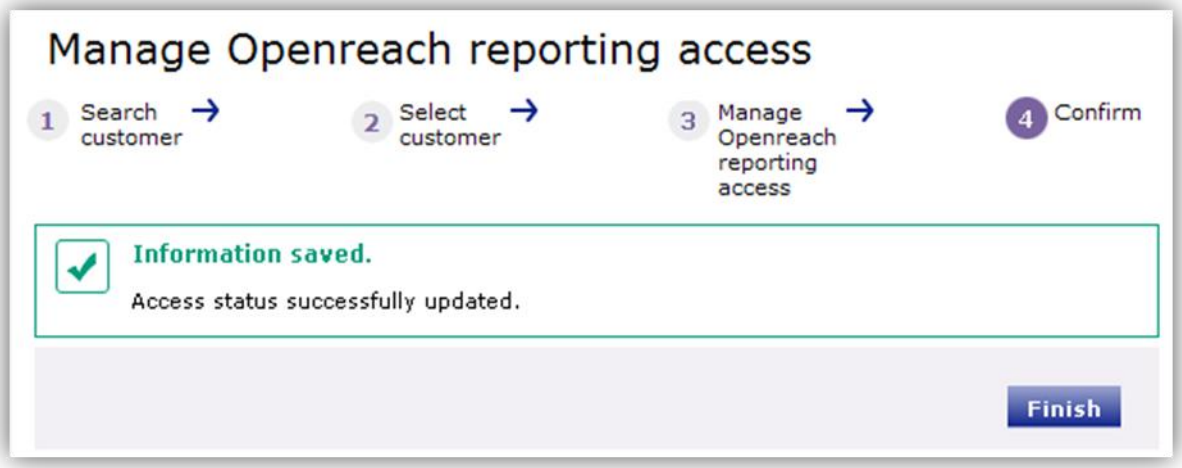


Step 3: Select customer page in Manage Openreach reporting access

Step 4: View details of the user selected and click 'Retry access'

Manage Openreach reporting access
1 Search customer
2 Select customer
3 Manage Openreach reporting access
4 Confirm
Please click 'Retry access' if the user displayed here does not actually have the access status indicated (e.g. if a user has been granted access but still cannot use the application).
User ID: john.smith@sample.co.uk
DUNS ID: 546245186
Company name: Sample Media
Current access status for Openreach reporting: Granted
User type: Admin
Cancel
Retry access

Step 5: Success message displayed in Manage Openreach reporting access



5.5 What is eBilling and how do my users get access to it?

E-billing is a service offered to CPs to view their bills online as opposed to paper-based bills.

The process to gain access to eBilling is as follows:

Step 1: Customer requests for access through the Openreach Portal (online).

Step 2: Request is routed to the Geneva administrator and the Openreach Portal administrator.

Step 3: Geneva administrator grants access to the user to the eBilling application (offline).

Step 4: Geneva administrator informs the Openreach Portal administrator that access has been granted to the specified user.

Step 5: Openreach Portal administrator updates the user record on the Openreach portal.

Step 6: An email is sent to the customer by the Openreach portal confirming access (or denial of access) to eBilling.

What is a CP dashboard (Order tracker) application?

The CP dashboard is a portal built application that provides the ability for CP Ops users to look at the orders' KCIs. This will help to search and locate these orders and fault entries.

Application access should be granted to your users the same way you grant/deny access to other portal dialogue services, using manage customer permissions. This will allow your CP Ops user to log in and access the 'CP dashboard' order tracker.

Step 1: To access CP dashboard (order tracker), click the **CP dashboard** link on the 'My tools' tile with other applications.

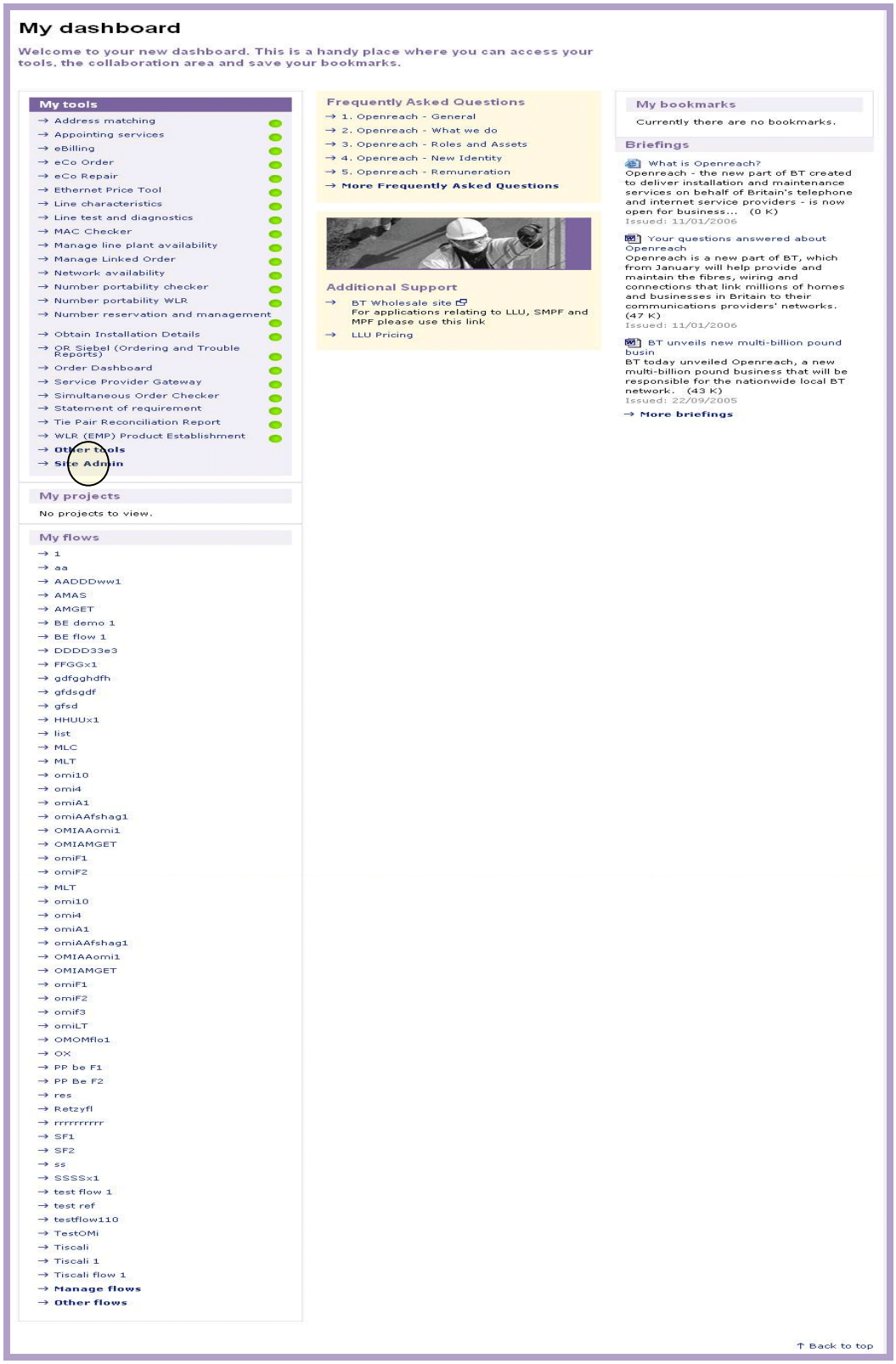


Figure 104: CP Admin dashboard

Step 2: This will take the user to the CP dashboard. The user can use the given search criteria to search for tail orders and/or fault entries.

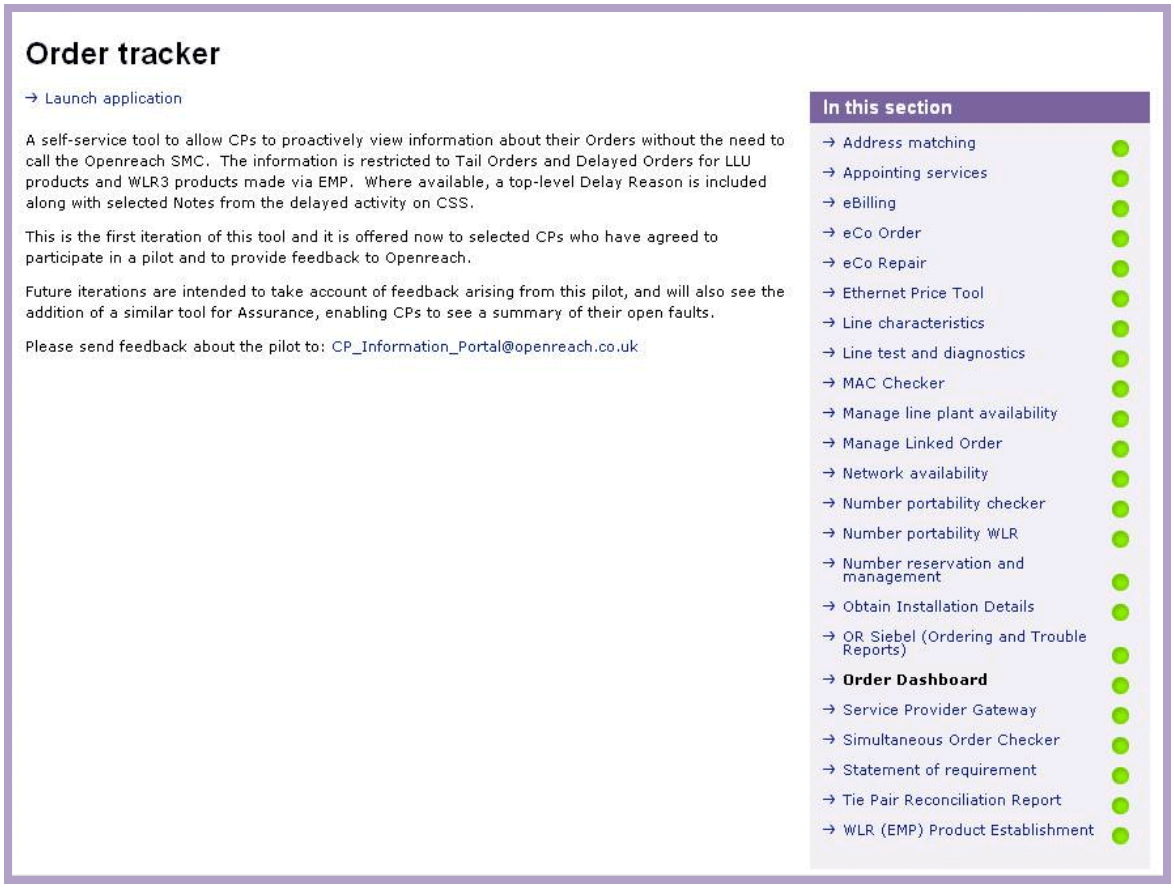

Order tracker
→ Launch application
A self-service tool to allow CPs to proactively view information about their Orders without the need to call the Openreach SMC. The information is restricted to Tail Orders and Delayed Orders for LLU products and WLR3 products made via EMP. Where available, a top-level Delay Reason is included along with selected Notes from the delayed activity on CSS.
This is the first iteration of this tool and it is offered now to selected CPs who have agreed to participate in a pilot and to provide feedback to Openreach.
Future iterations are intended to take account of feedback arising from this pilot, and will also see the addition of a similar tool for Assurance, enabling CPs to see a summary of their open faults.
Please send feedback about the pilot to: CP_Information_Portal@openreach.co.uk
In this section
→ Address matching
→ Appointing services
→ eBilling
→ eCo Order
→ eCo Repair
→ Ethernet Price Tool
→ Line characteristics
→ Line test and diagnostics
→ MAC Checker
→ Manage line plant availability
→ Manage Linked Order
→ Network availability
→ Number portability checker
→ Number portability WLR
→ Number reservation and management
→ Obtain Installation Details
→ OR Siebel (Ordering and Trouble Reports)
→ Order Dashboard
→ Service Provider Gateway
→ Simultaneous Order Checker
→ Statement of requirement
→ Tie Pair Reconciliation Report
→ WLR (EMP) Product Establishment

Figure 105: Order tracker

Users enter the customer reference number for a single order and search for order details. If the order exists, the order details will come as a one-row item.

In the results row, there is a link called **notes**. When the user clicks **notes,** the notes details for that order will popup. If orders are not found, an inline error message will be displayed.

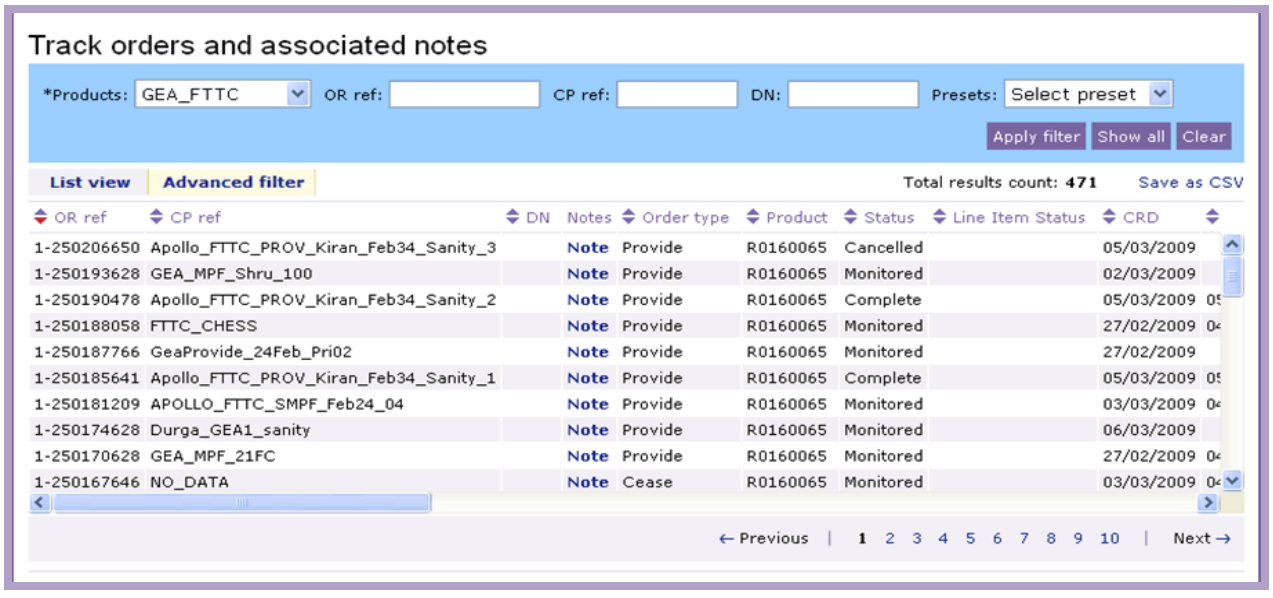

Track orders and associated notes
*Products: GEA_FTTC
OR ref:
CP ref:
DN:
Presets: Select preset
Apply filter
Show all
Clear
List view
Advanced filter
Total results count: 471
Save as CSV
OR ref | CP ref | DN | Notes | Order type | Product | Status | Line Item Status | CRD
1-250206650 Apollo_FTTC_PROV_Kiran_Feb34_Sanity_3 Note Provide R0160065 Cancelled 05/03/2009
1-250193628 GEA_MPF_Shru_100 Note Provide R0160065 Monitored 02/03/2009
1-250190478 Apollo_FTTC_PROV_Kiran_Feb34_Sanity_2 Note Provide R0160065 Complete 05/03/2009
1-250188058 FTTC_CHESS Note Provide R0160065 Monitored 27/02/2009
1-250187766 GeaProvide_24Feb_Pri02 Note Provide R0160065 Monitored 27/02/2009
1-250185641 Apollo_FTTC_PROV_Kiran_Feb34_Sanity_1 Note Provide R0160065 Complete 05/03/2009
1-250181209 APOLLO_FTTC_SMPF_Feb24_04 Note Provide R0160065 Monitored 03/03/2009
1-250174628 Durga_GEA1_sanity Note Provide R0160065 Monitored 06/03/2009
1-250170628 GEA_MPF_21FC Note Provide R0160065 Monitored 27/02/2009
1-250167646 NO_DATA Note Cease R0160065 Monitored 03/03/2009
← Previous | 1 2 3 4 5 6 7 8 9 10 | Next →

Figure 106: Track order status

5.6 Access to Assurance dashboard (fault tracker) application

Assurance dashboard is a portal application identical to the order dashboard. The Assurance version is the fault tracker version of the CP order dashboard. This application will help the CP Operations users and Openreach SMC users to search and locate the related fault queries of CP's company or selected CP company for SMC user.

Application access should be granted to users the same way you grant/deny access to other portal dialogue services, using manage customer permissions.

Step 1: To access the Assurance dashboard (fault tracker), click the **Fault Tracker** link on the 'My tools' tile with other applications.

Step 2: This will take the user to the Assurance dashboard home page where the user can launch the application by clicking the **launch application** link.

Step 3: The user can use the given search criteria to search for tail orders.

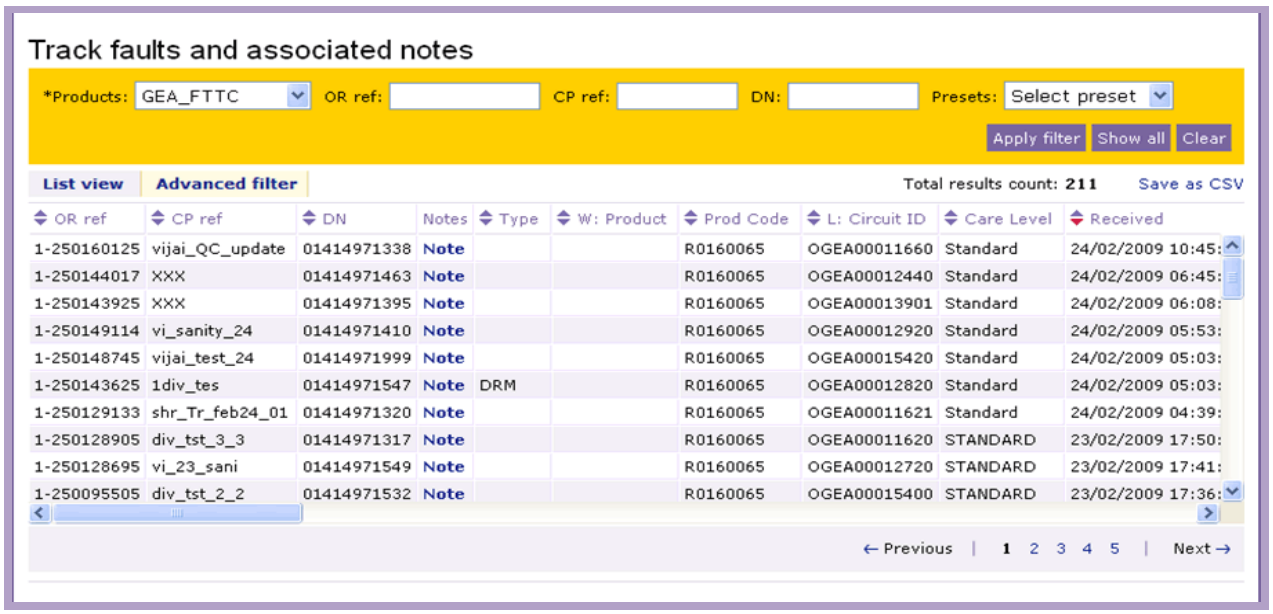


Figure 107: Track fault query status

Step 4: In the results row, there is a link called **notes**. When the user clicks **notes**, the notes details for that fault query will popup. If queries are not found, an inline error message will be displayed.

Presets that are relevant for Web notes are hidden from CPs who does not have permission to add notes (i.e. updates for CP and updates for SMC). Also, CP and SMC icons are only shown if the CP has appropriate permissions.

These user permissions are granted based on DUNS ID of the CP as well as permitted product types.

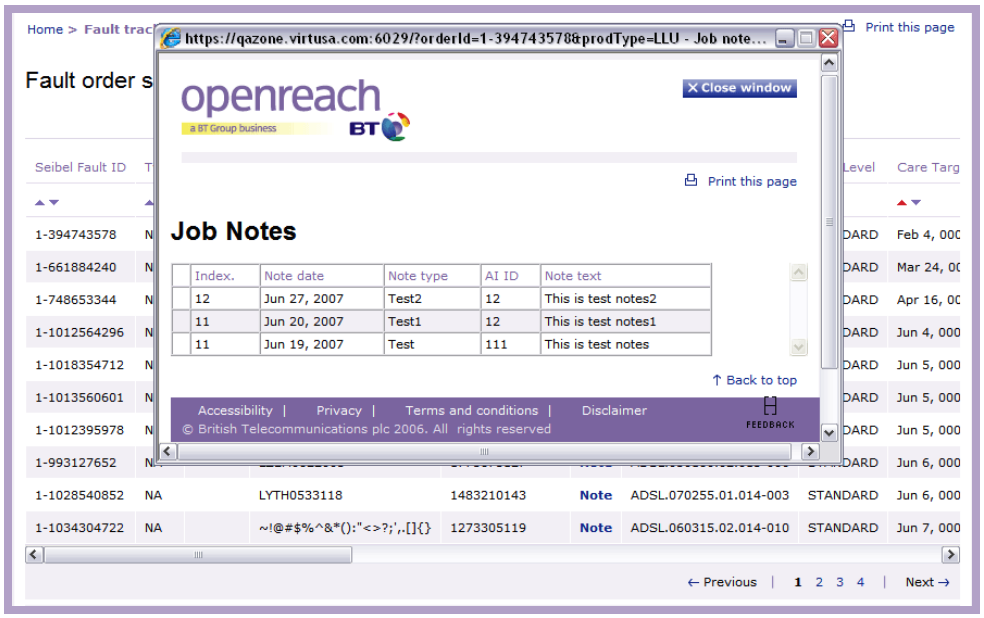

https://qazone.virtusa.com:6029/?orderId=1-394743578&prodType=LLU - Job note...
openreach
a BT Group business
Close window
Print this page
Job Notes
Index. | Note date | Note type | AI ID | Note text
12 | Jun 27, 2007 | Test2 | 12 | This is test notes2
11 | Jun 20, 2007 | Test1 | 12 | This is test notes1
11 | Jun 19, 2007 | Test | 111 | This is test notes
Back to top
Accessibility | Privacy | Terms and conditions | Disclaimer
© British Telecommunications plc 2006. All rights reserved
FEEDBACK
Fault order s
Seibel Fault ID
1-1028540852 NA LYTH0533118 1483210143 Note ADSL.070255.01.014-003 STANDARD Jun 6, 000
1-1034304722 NA ~!@#$%^&*():"<>?;',.[]{} 1273305119 Note ADSL.060315.02.014-010 STANDARD Jun 7, 000
Previous | 1 2 3 4 | Next

Figure 108: Fault tracker - notes

The add note functionality will only be shown if the CP has appropriate permissions. These user permissions are granted based on DUNS ID of the CP as well as permitted product types.

The user can also download the appearing list of records as a CSV file for later reference, by clicking the “Save as CSV” link on the top right hand side of the tracker application screen

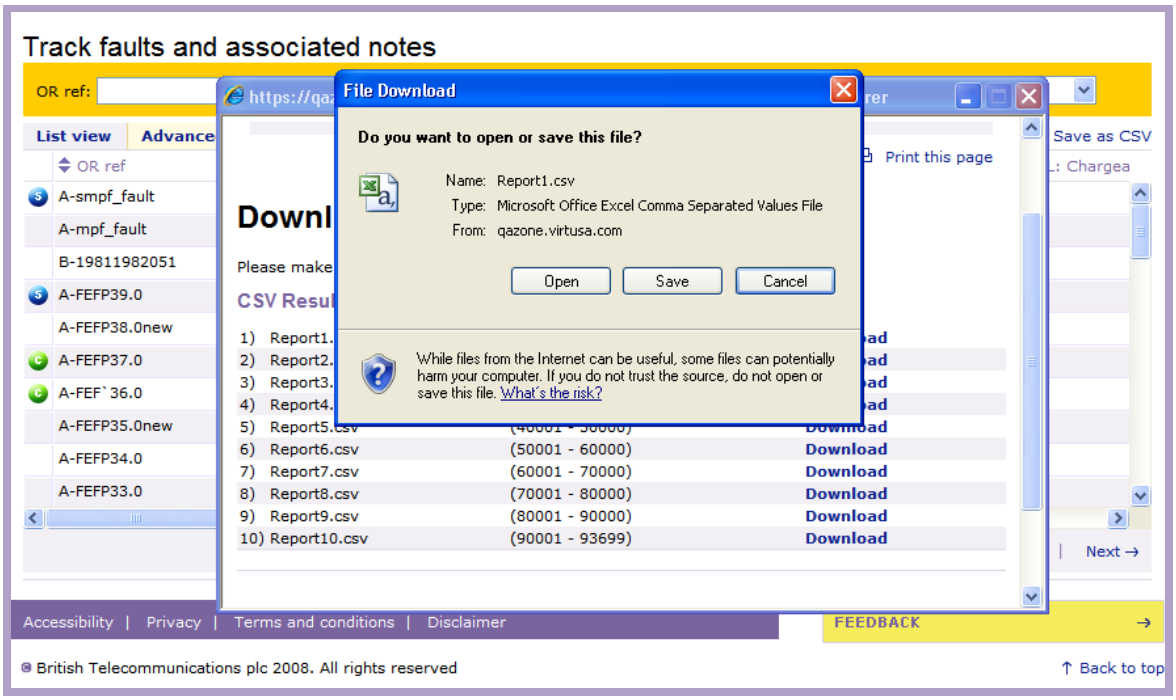


Figure 109: Fault tracker – download CSV

5.7 What is Shared Calendar?

"Openreach shared calendar" will be an application provided within "My tools" pane to Openreach users and permission to this application will be handled through the existing permission module in Openreach Portal.

Step 1: Openreach user launches Openreach portal and logs in to the dashboard.

Step 2: Openreach user clicks on "Other tools" link on "My tools" pane to launch the "Service support" page.

Step 3: Openreach user navigates through the page to locate "Shared calendar" application link and clicks the link.

Step 4: Landing page of the "Shared calendar" application displayed to the user.

Step 5: Openreach user clicks on "Request access" link on "Shared calendar" application landing page.

Step 6: Upon being granted permission, Openreach user receives a Portal notification via email, confirming access (including permission level granted) to the "Shared calendar" functionality.

5.7.1 Request access page

5.1.1.1 Request access page

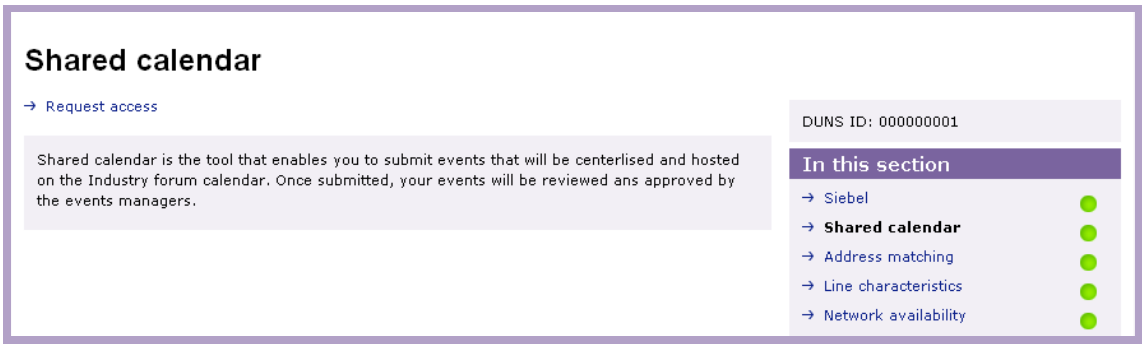

Shared calendar
→ Request access
Shared calendar is the tool that enables you to submit events that will be centerlised and hosted on the Industry forum calendar. Once submitted, your events will be reviewed ans approved by the events managers.
DUNS ID: 000000001
In this section
→ Siebel
→ Shared calendar
→ Address matching
→ Line characteristics
→ Network availability

Figure 110: Request access page

Admin can grant two levels of permissions: Event Manager and Normal User. Openreach (internal) user being able to request access for shared calendar application.

Site administrator (Service desk) being able to grant/deny Normal user/Events manager access requests from Openreach users.

5.7.2 Shared calendar Normal user functionality

Openreach user successfully adds, modifies, copies and removes events on Openreach shared calendar application.

Step 1 Normal user launches the Openreach portal and logs in to dashboard.
Step 2 Normal user clicks on “Shared calendar” link from the “My tools” pane on dashboard.
Step 3 Normal user clicks on “Launch application” link.
Step 4 Normal user clicks on a date to add an event.
Step 5 Normal user specifies the event information on the relevant fields on the event pop-up and clicks on “Save” button.
Step 6 Event will be saved in the appropriate date cage on the calendar view in the respective color coding assigned to new/to be-approved events.

5.7.2.1 Openreach portal – dashboard

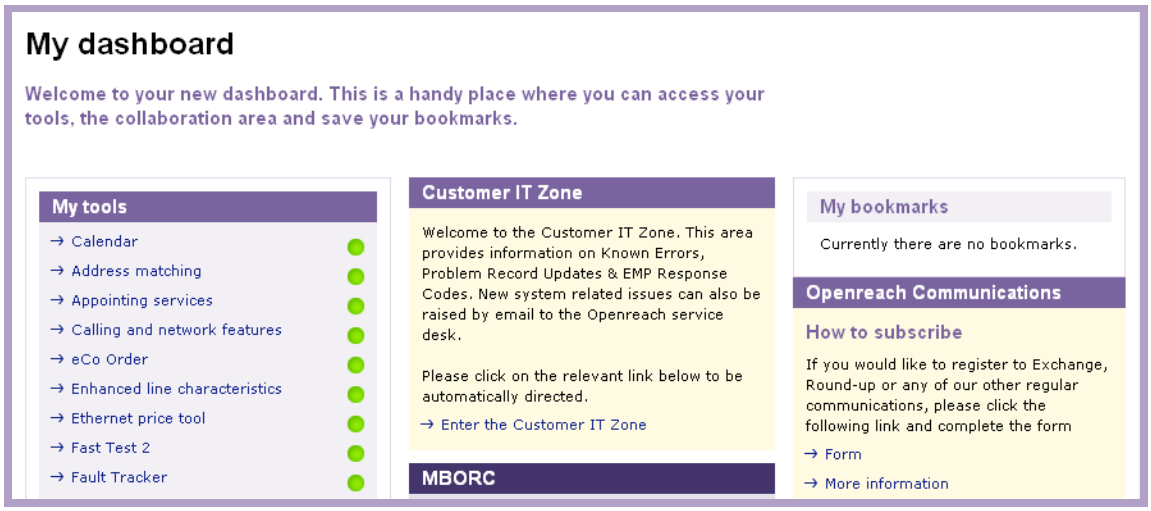

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
→ Calendar
→ Address matching
→ Appointing services
→ Calling and network features
→ eCo Order
→ Enhanced line characteristics
→ Ethernet price tool
→ Fast Test 2
→ Fault Tracker
Customer IT Zone
Welcome to the Customer IT Zone. This area provides information on Known Errors, Problem Record Updates & EMP Response Codes. New system related issues can also be raised by email to the Openreach service desk.
Please click on the relevant link below to be automatically directed.
→ Enter the Customer IT Zone
MBORC
My bookmarks
Currently there are no bookmarks.
Openreach Communications
How to subscribe
If you would like to register to Exchange, Round-up or any of our other regular communications, please click the following link and complete the form
→ Form
→ More information

Figure 111: Dashboard

5.7.2.2 Shared calendar – Landing page

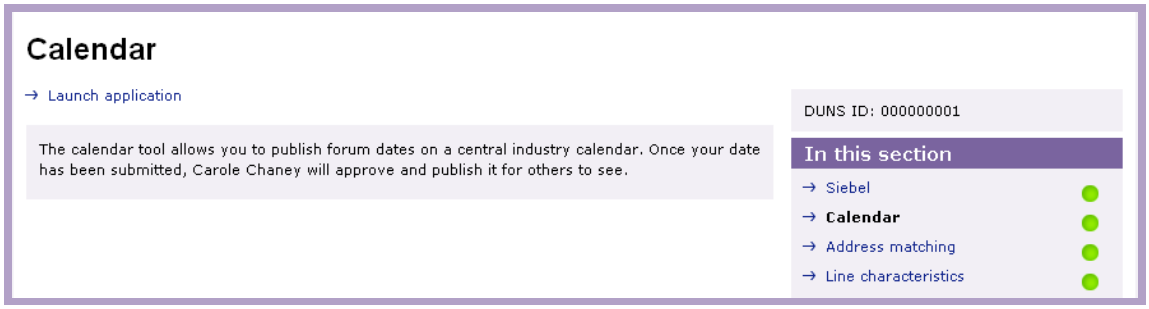

Calendar
→ Launch application
The calendar tool allows you to publish forum dates on a central industry calendar. Once your date has been submitted, Carole Chaney will approve and publish it for others to see.
DUNS ID: 000000001
In this section
→ Siebel
→ Calendar
→ Address matching
→ Line characteristics

Figure 112: Shared calendar landing page

5.7.2.3 Shared calendar – Calendar view

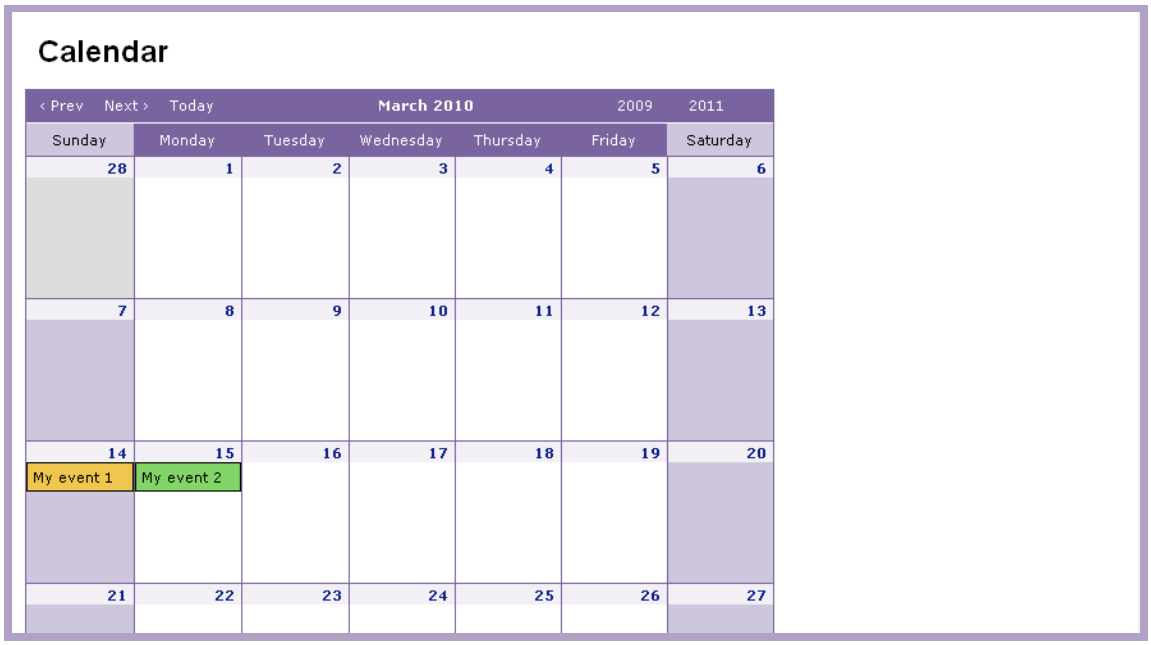


Figure 113 - Calendar view

5.7.2.4 Un-approved event – Event pop-

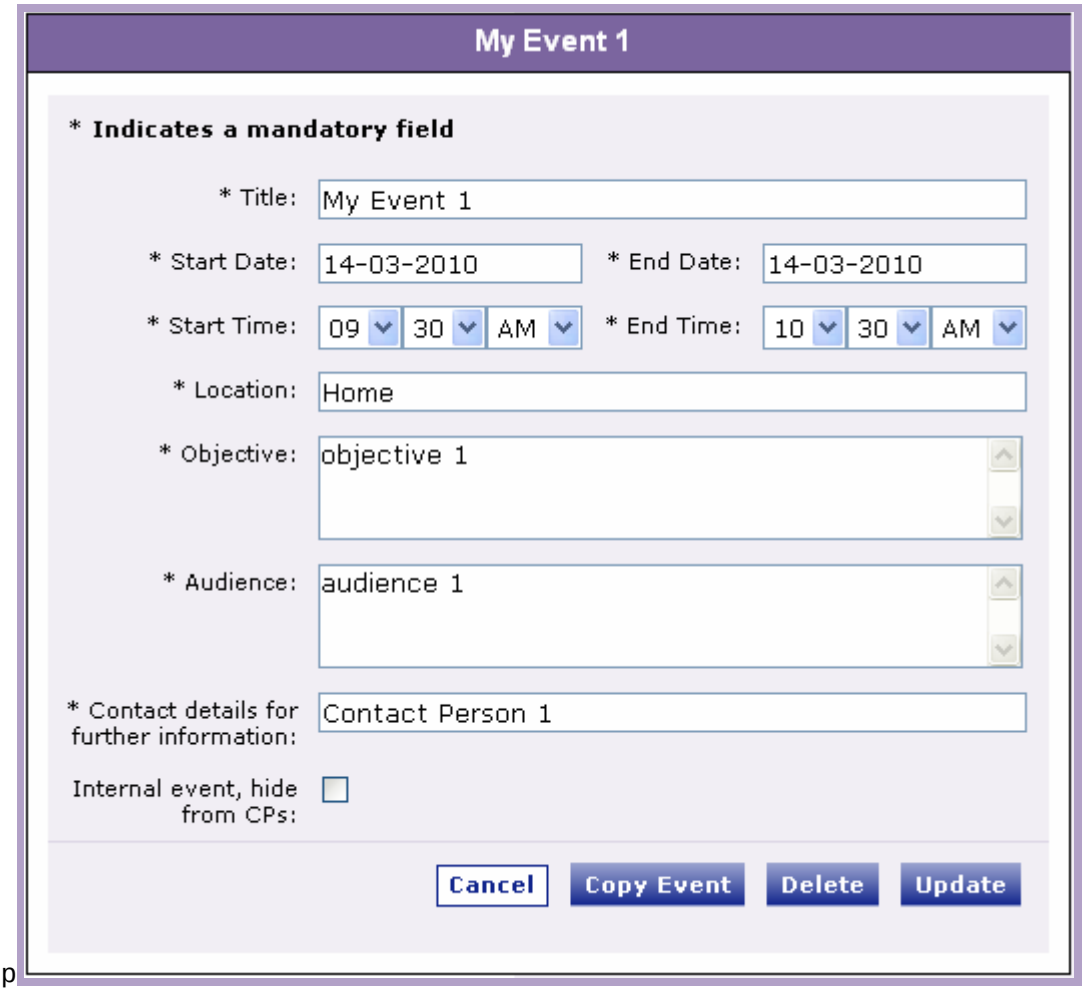


Figure 114: New event - Event pop-up

5.7.2.5 Approved event – Event pop-up

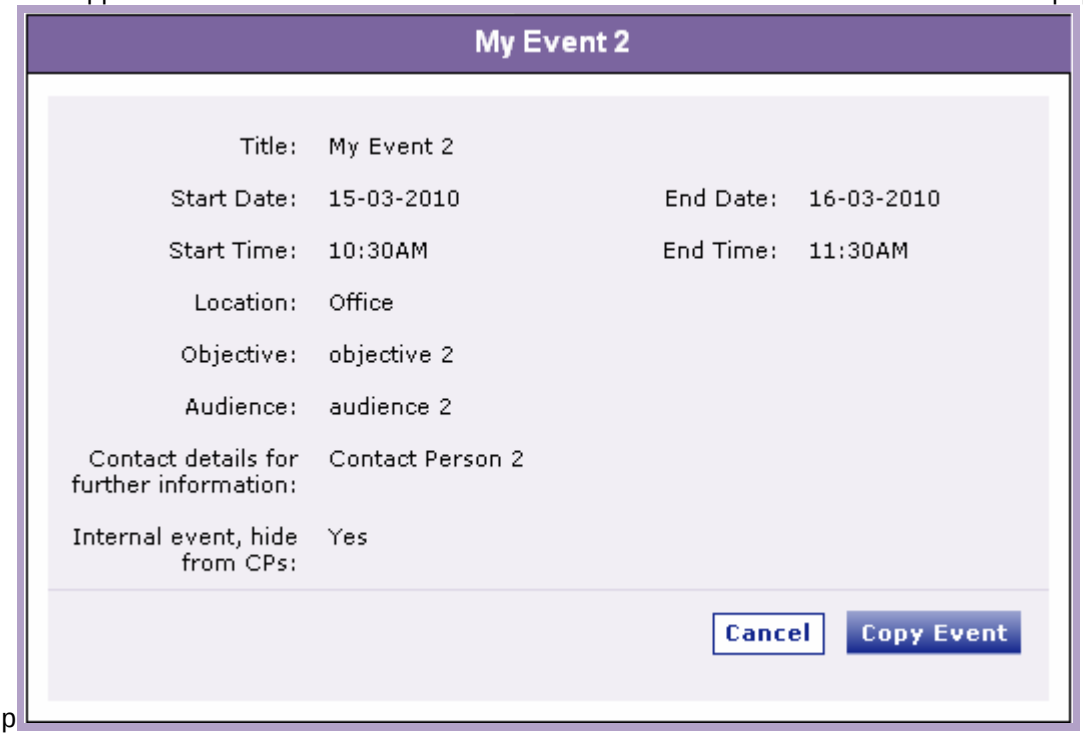


Figure 115: Approved event - Event pop-up

5.7.2.6 Add new event – Event pop-up

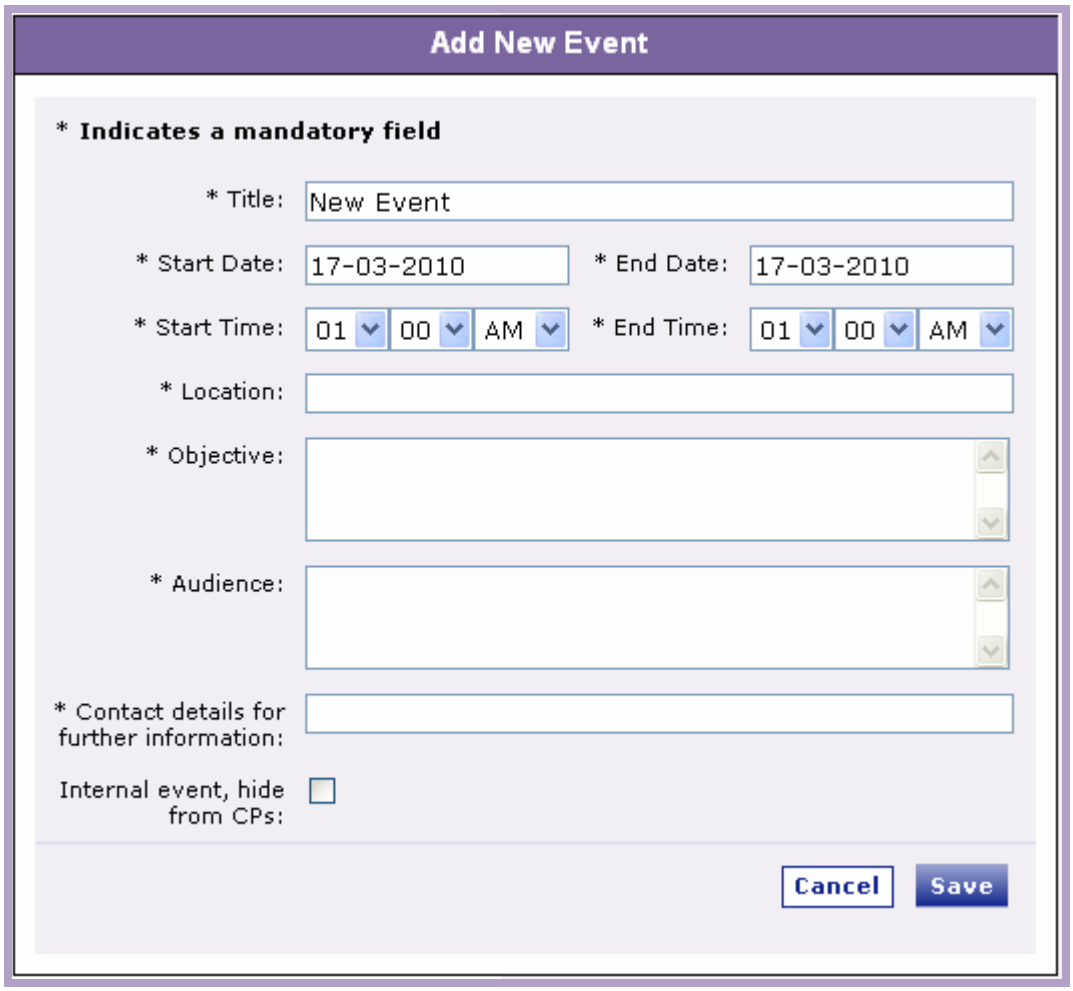


Figure 116: Add new event - Event pop-up

5.7.2.7 Copy event – Event pop-up

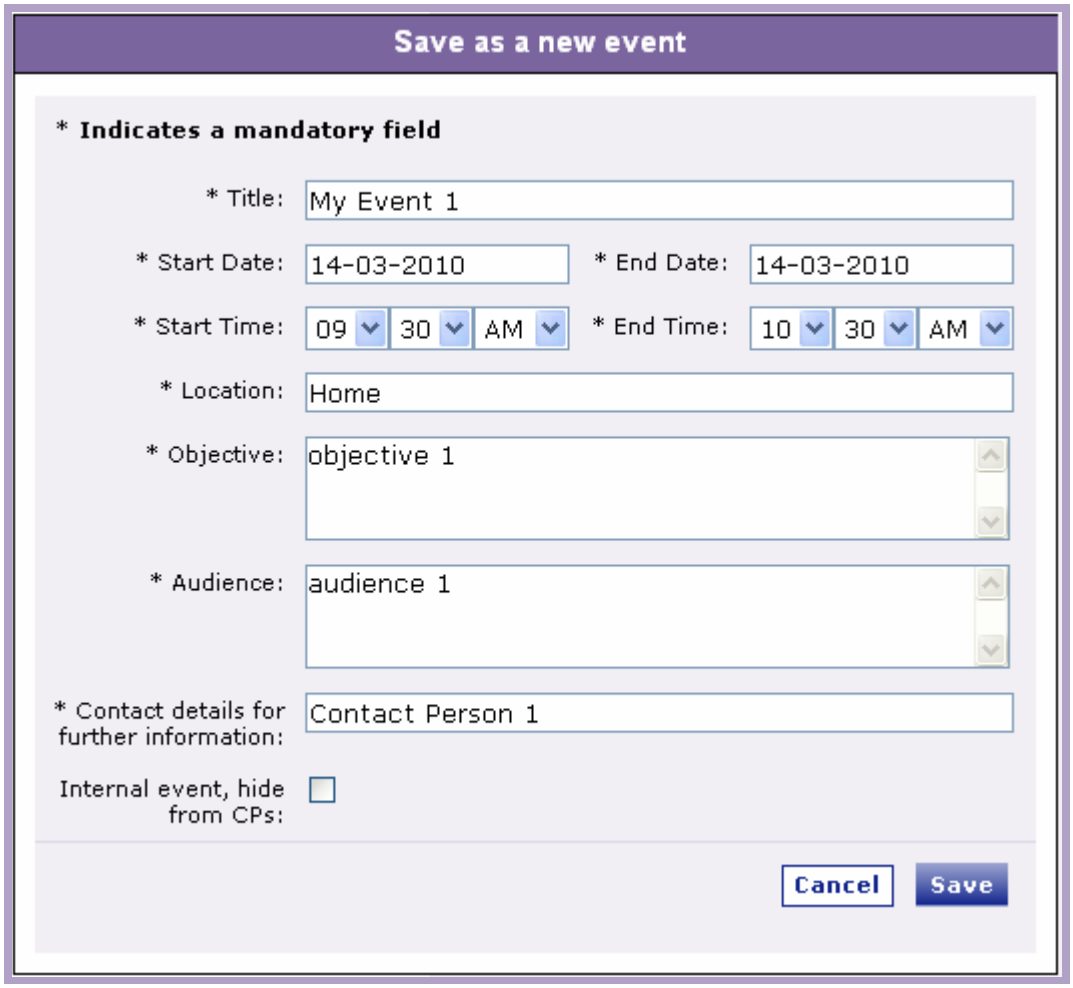


Figure 117: Copy event - Event pop-up

5.7.3 Shared calendar Events manager functionality

Openreach user successfully performs all “Normal user functionality” and approves and updates events on Openreach shared calendar application.

Step 1 Events manager launches the Openreach portal and logs in to dashboard.
Step 2 Events manager clicks on “Shared calendar” link from the “My tools” pane on dashboard.
Step 3 Events manager clicks on “Launch application” link.
Step 4 Events manager clicks on to be-approved event.
Step 5 Event pop-up displayed. Events manager updates the event information as required.
Step 6 Events manager clicks on “Approve” button to save the updates and approve the event.
Step 7 Event will be saved in the appropriate date cage on the calendar view in the respective color coding assigned to Approved events.

5.7.3.8 Event manager calendar view

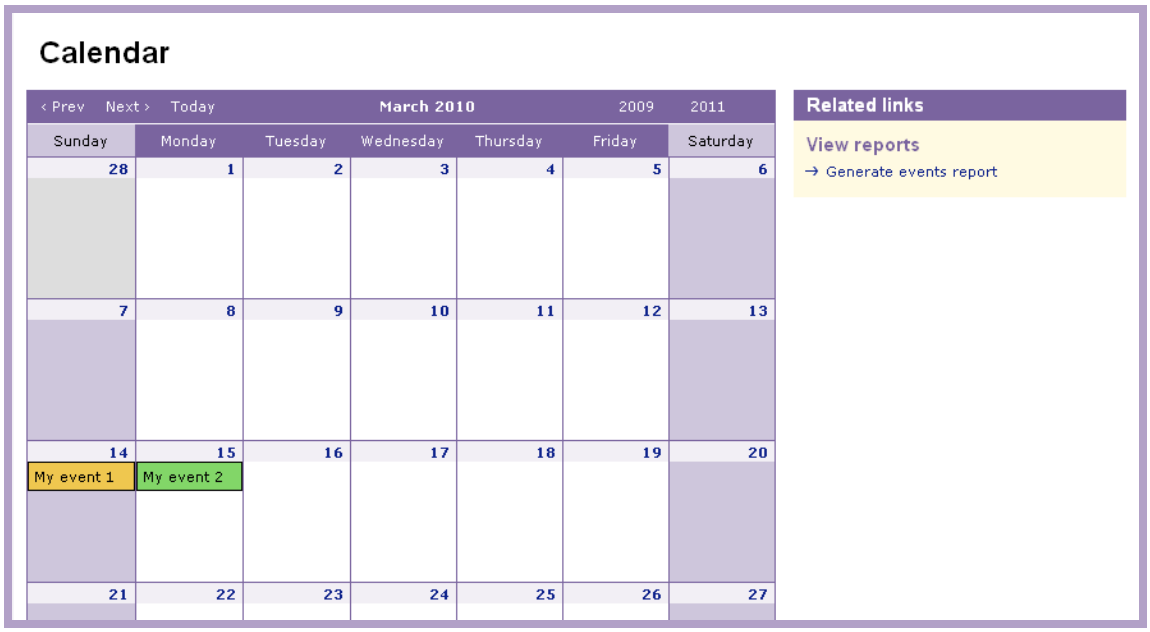


Figure 118: Event manager calendar view

5.7.3.9 Approving a new event

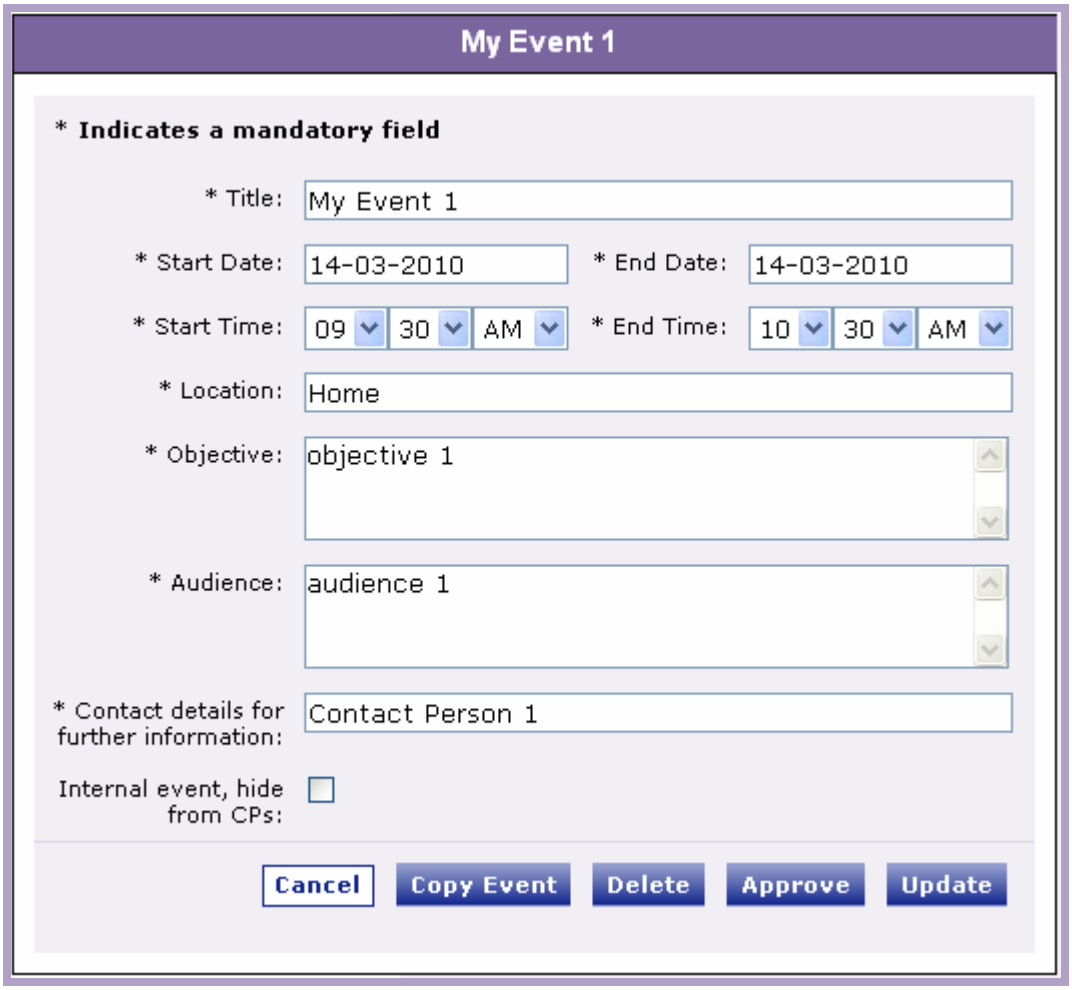


Figure 119: Approve option available to Events managers

5.7.3.10 Updating an approved event

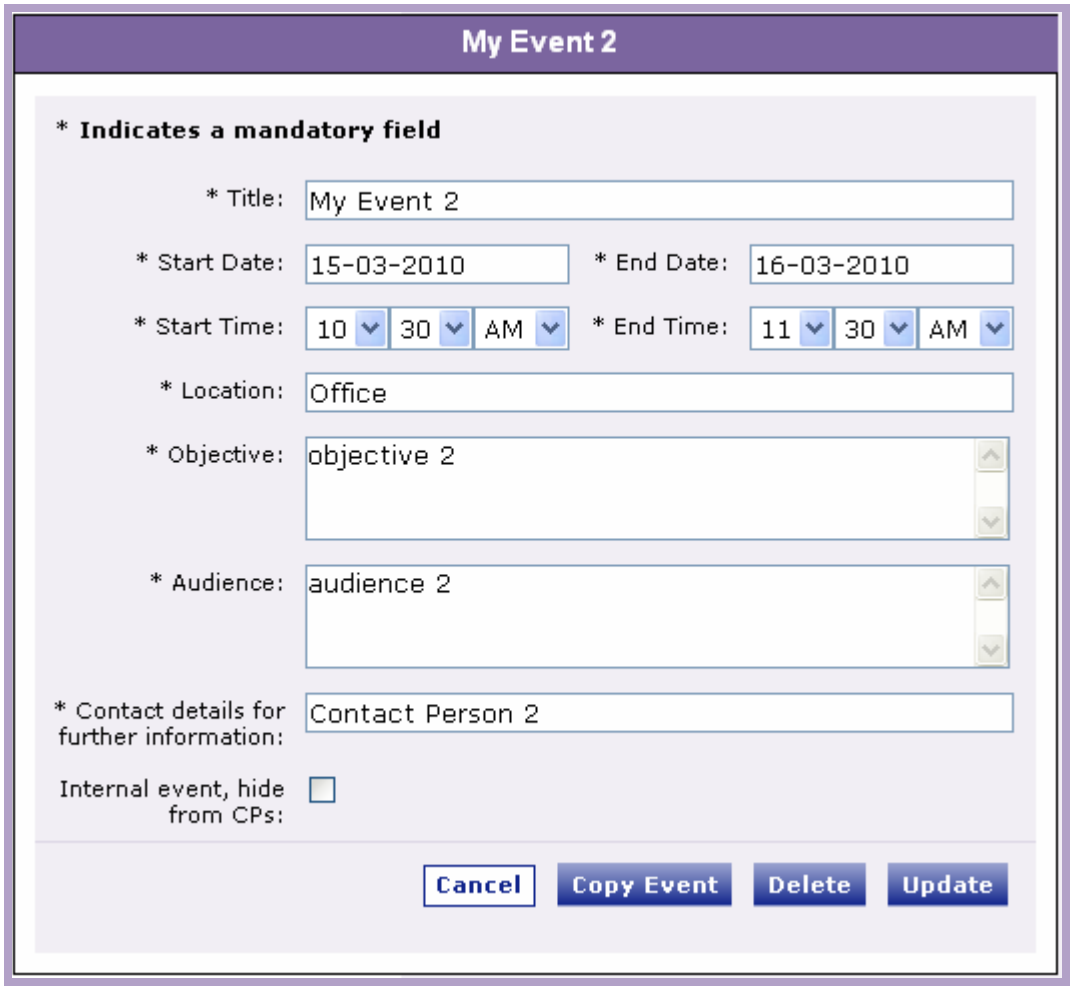


Figure 120: Update option for events managers in approved events

5.7.3.11 Events report generation

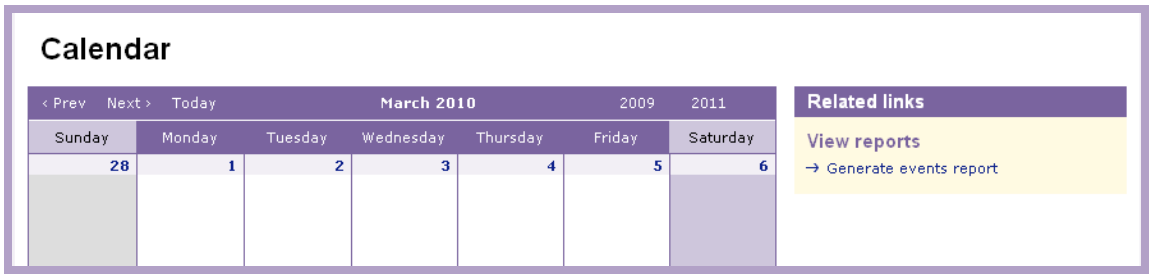


Figure 121: Events report - Link in Related links tile

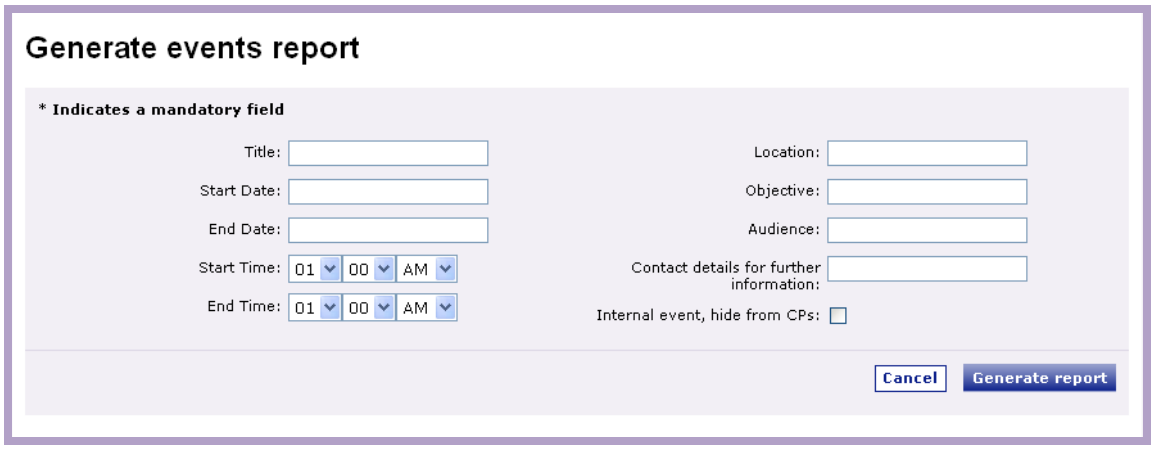


Figure 122: Events report - Search page

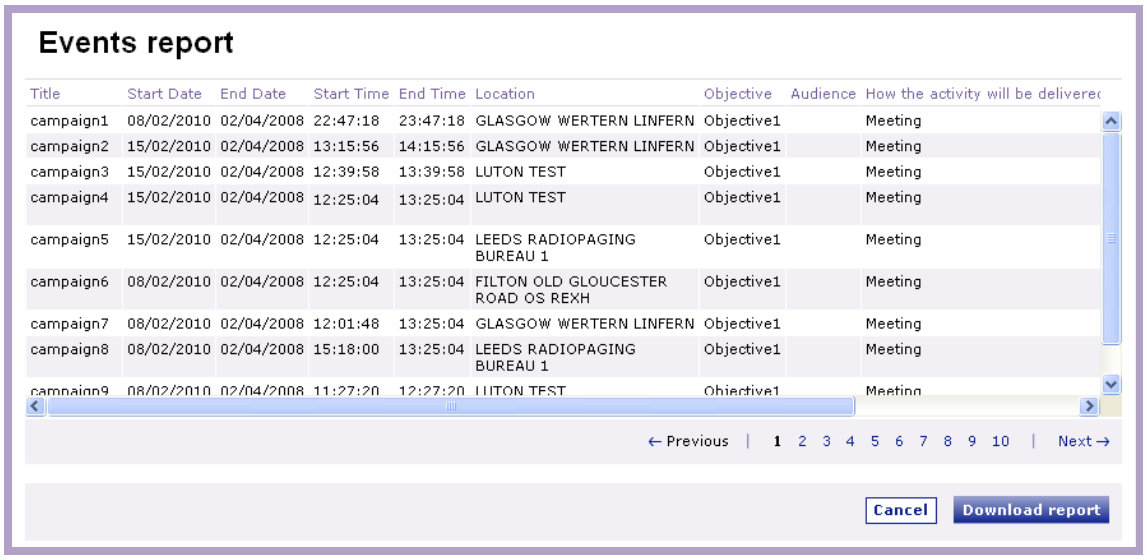

Events report
Title
Start Date
End Date
Start Time
End Time
Location
Objective
Audience
How the activity will be delivered
campaign1 08/02/2010 02/04/2008 22:47:18 23:47:18 GLASGOW WERTERN LINFERN Objective1 Meeting
campaign2 15/02/2010 02/04/2008 13:15:56 14:15:56 GLASGOW WERTERN LINFERN Objective1 Meeting
campaign3 15/02/2010 02/04/2008 12:39:58 13:39:58 LUTON TEST Objective1 Meeting
campaign4 15/02/2010 02/04/2008 12:25:04 13:25:04 LUTON TEST Objective1 Meeting
campaign5 15/02/2010 02/04/2008 12:25:04 13:25:04 LEEDS RADIOPAGING BUREAU 1 Objective1 Meeting
campaign6 08/02/2010 02/04/2008 12:25:04 13:25:04 FILTON OLD GLOUCESTER ROAD OS REXH Objective1 Meeting
campaign7 08/02/2010 02/04/2008 12:01:48 13:25:04 GLASGOW WERTERN LINFERN Objective1 Meeting
campaign8 08/02/2010 02/04/2008 15:18:00 13:25:04 LEEDS RADIOPAGING BUREAU 1 Objective1 Meeting
campaign9 08/02/2010 02/04/2008 11:27:20 12:27:20 LUTON TEST Objective1 Meeting
← Previous | 1 2 3 4 5 6 7 8 9 10 | Next →
Cancel
Download report

Figure 123: Events report - HTML view

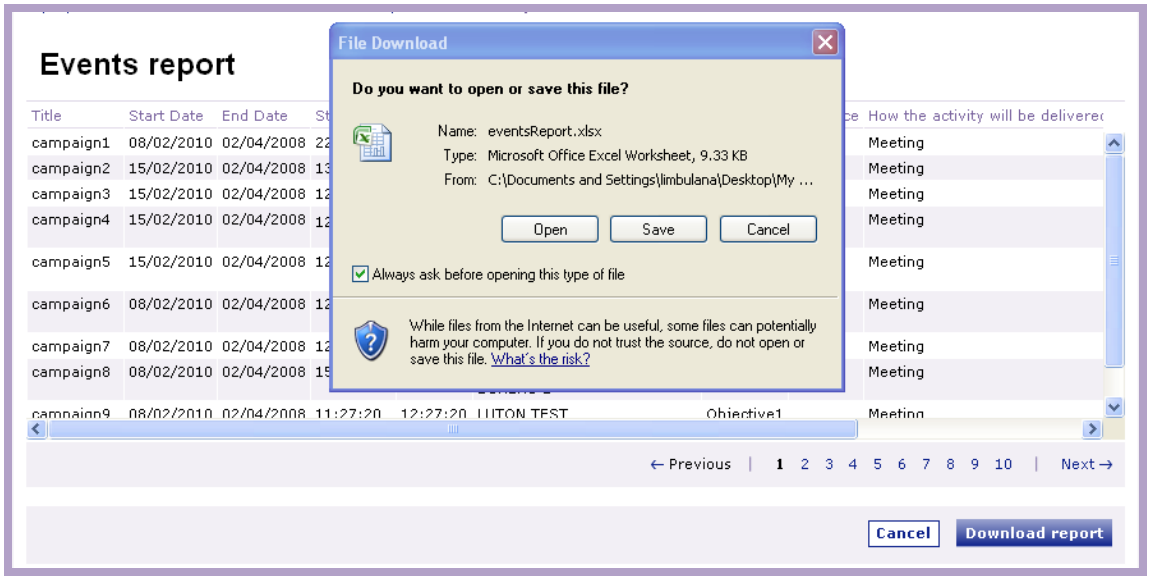

Events report
File Download
Do you want to open or save this file?
Name: eventsReport.xlsx
Type: Microsoft Office Excel Worksheet, 9.33 KB
From: C:\Documents and Settings\limbulana\Desktop\My ...
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?
Title
Start Date
End Date
How the activity will be delivered
campaign1 08/02/2010 02/04/2008
campaign2 15/02/2010 02/04/2008
campaign3 15/02/2010 02/04/2008
campaign4 15/02/2010 02/04/2008
campaign5 15/02/2010 02/04/2008
campaign6 08/02/2010 02/04/2008
campaign7 08/02/2010 02/04/2008
campaign8 08/02/2010 02/04/2008
Meeting
← Previous | 1 2 3 4 5 6 7 8 9 10 | Next →
Cancel
Download report

Figure 124: Events report - File Download pop-up

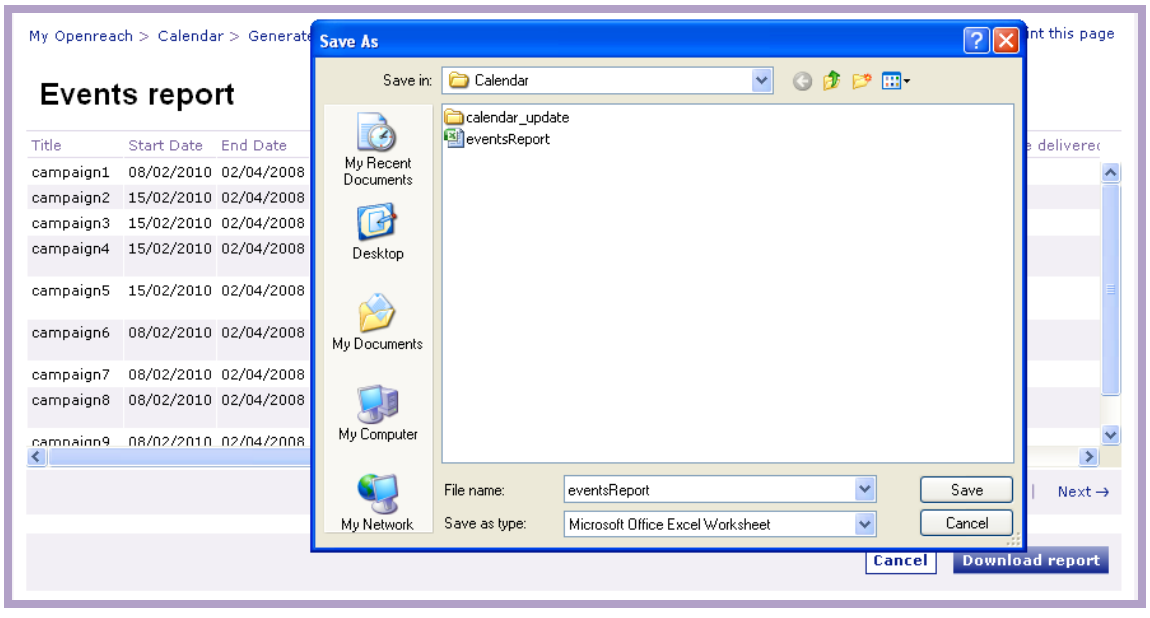


Figure 125: Events report - Save As popup

5.7.4 Shared calendar view through Industry forum page

Openreach users/external users successfully view the events calendar through the Industry forum

home page.

Step 1 Openreach user/external user launched Openreach Portal.

Step 2 Openreach user/external user clicks “Industry forum” link from “Quick links” section on Homepage.

Step 3 Industry forum homepage displayed. Openreach user/External user clicks on “View calendar” link from “Industry forum calendar” tile.

Step 4 Read-only view of the shared calendar displayed to users as per business rules defined in section 3.5.2.

5.7.4.12 Openreach home page

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
official telecommunications infrastructure partner
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Have a question about your phone line or broadband?
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 126: Openreach Homepage

5.7.4.13 Industry forum landing page

Industry Forums
Quick Links
→ Product roadmap
→ News and briefings
→ Round-up news summary
Related Links
→
Forums are key to the way we work as an industry to meet the needs of your customers
Industry forum calendar
View calendar
Forums are about working together in a collaborative way, providing the information needed for all of our businesses to succeed. It is about developing solutions that meet the needs of your customers and the needs of your business. Openreach see forums as playing a key role in the way in which we as an industry collaborate together.
The pages below allow you to see the latest information and allow you to work with us in ensuring that we deliver positive solutions for the industry as a whole and the customers with which it supports.

Figure 127: Industry forum landing page

5.7.4.14 Shared calendar – read-only view

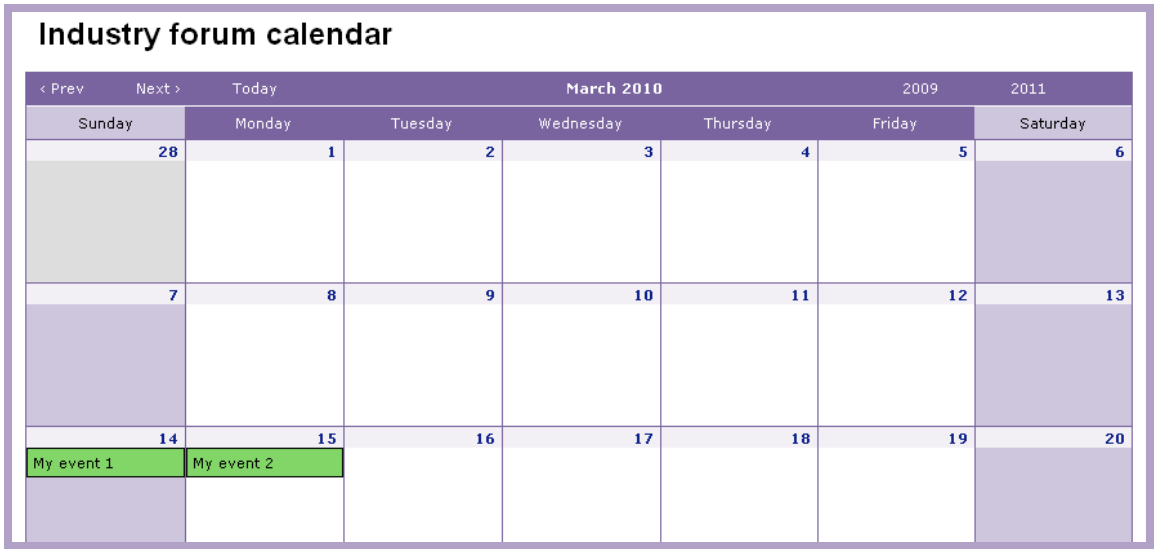


Figure 128: Shared calendar - read-only view

5.7.4.15 Events pop-up – read-only view – Openreach users

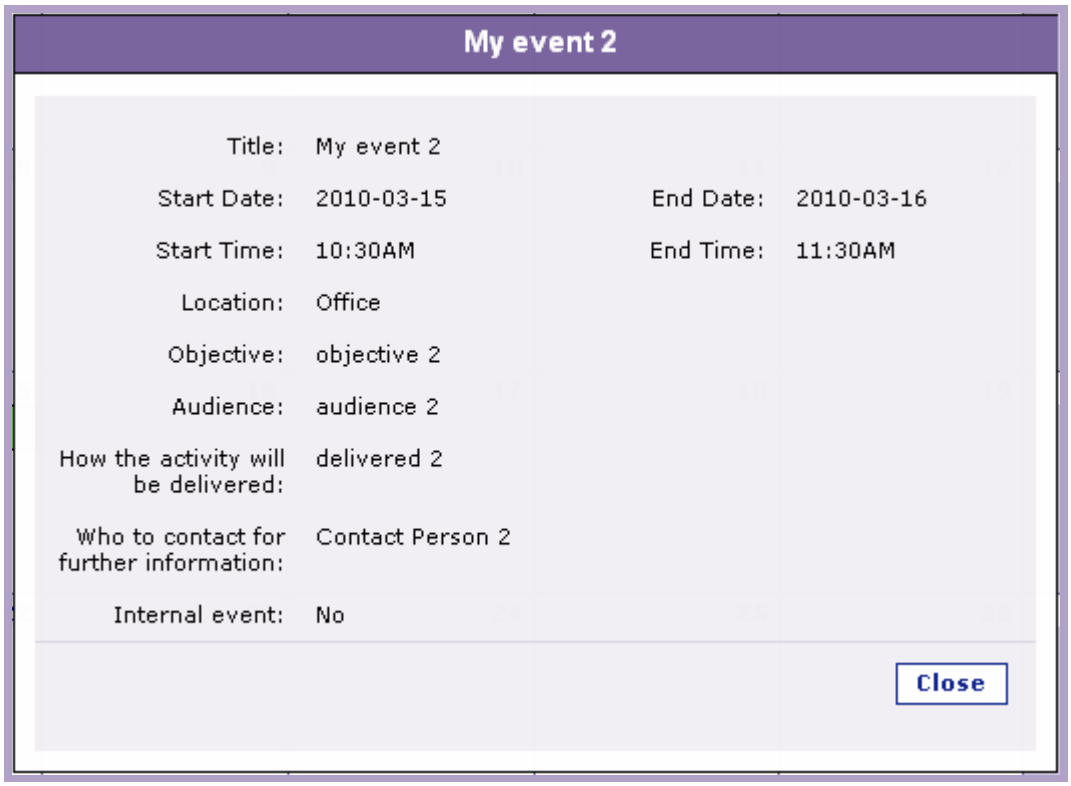


Figure 129: Read-only events pop-up - Openreach users

5.7.4.16 Events pop-up – read-only view – External users

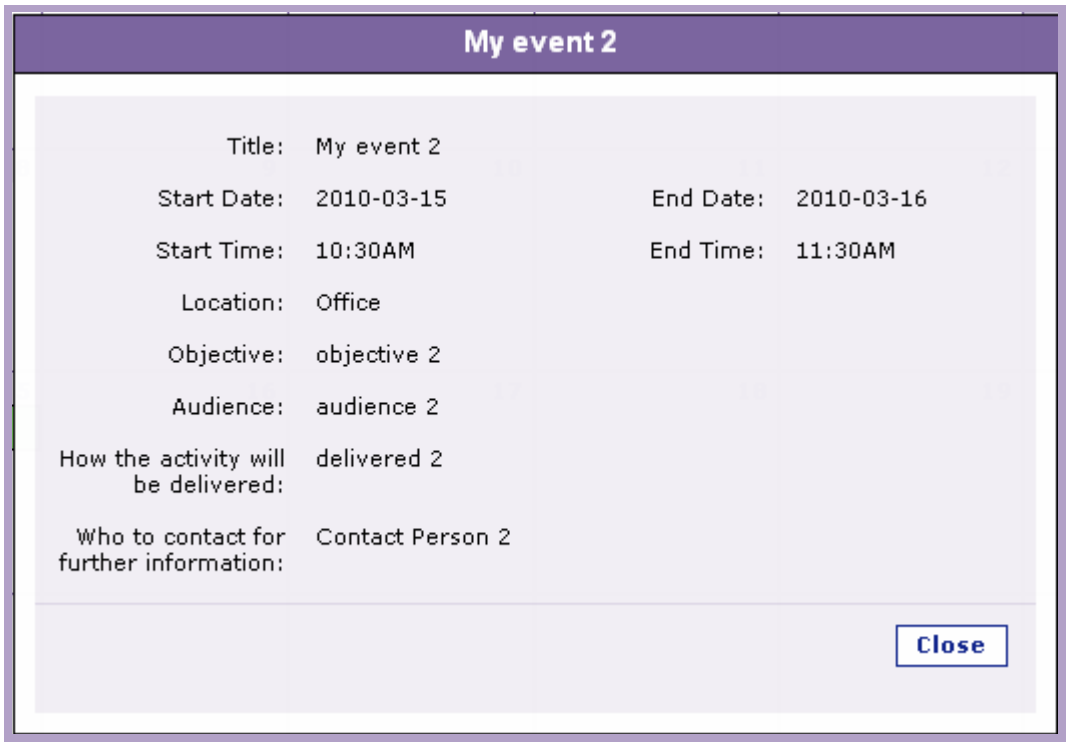


Figure 130: Read-only events pop-up - External users

5.8 What Service based solutions application and how do my users get access to it?

Broadband Boost (BBB) Portal provides functionality which allows the CP users to reserve the service of an engineer for BBB orders. The CP user will be able to place an order with an appointment as desired depending on the availability of the engineers. Currently, there is no provision to create a BBB orders through the OR Portal. Therefore Service Based Solution is the gateway in accommodating this functionality

The process to gain access to Service based solutions application is as follows,

Step 1 Customer clicks the „Other tools‟ link from My dashboard

Step 2 Customer navigates and clicks on Service based solutions

Step 3 Customer clicks the „Request for access‟ link

Step 4 Help desk and requester will be notified about the request

Step 5 once service desk approves the request, email sent to customer and the application will be listed in the CP‟s dashboard.

Step 6: User should then click on the Service base solution and click on launch application

6 User Permission Management

6.1 How do I manage the access rights for each user?

A change in user permissions can either be triggered by a user within your company or by you. The user can navigate to the relevant application or dialogue service page and request for access, which will be shown as an open request in your admin home page. Alternatively, site administrators can modify the user's access rights to different applications and dialogue services available via the Openreach portal on their own or upon receiving offline requests from CP companies like yours or their customer business managers.

Requests from your CP users within your company will be shown as open requests to you.

6.2 How do I change users' permissions?

Step 1: Go to your home page ('CP Admin home' page) and click **Manage customer permissions**.

Step 2: Enter the user name and click **Find user** (Figure 131).

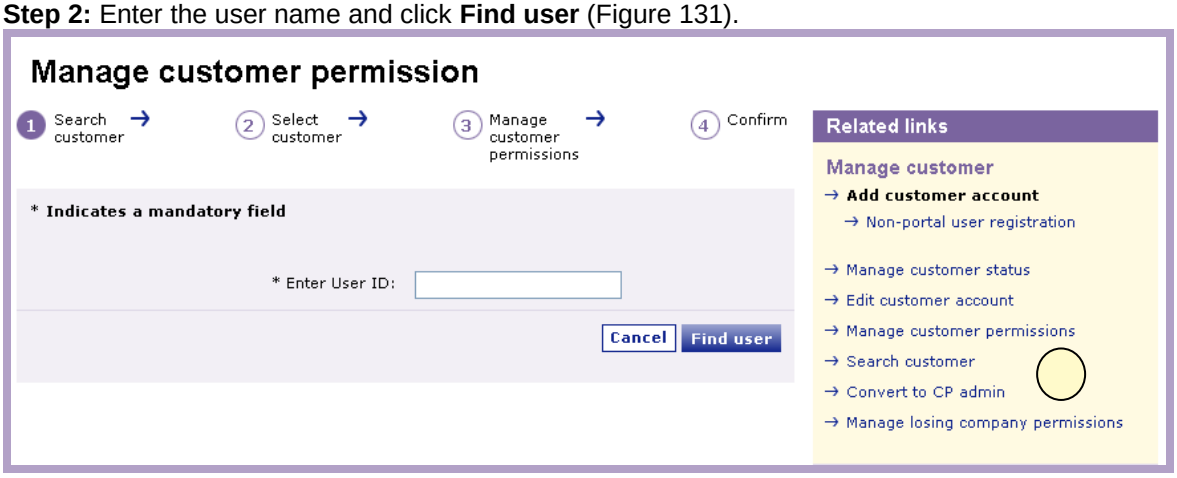


Figure 131: Manage customer permission – Find user

Step 3: Select the desired user name and follow on to step 4 of the 'Manage customer permission' wizard (Figure 132).

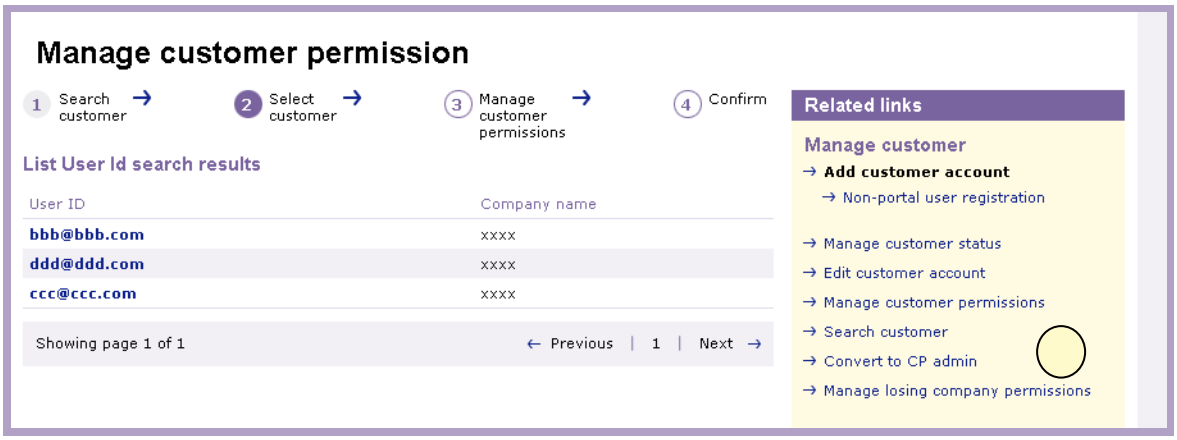
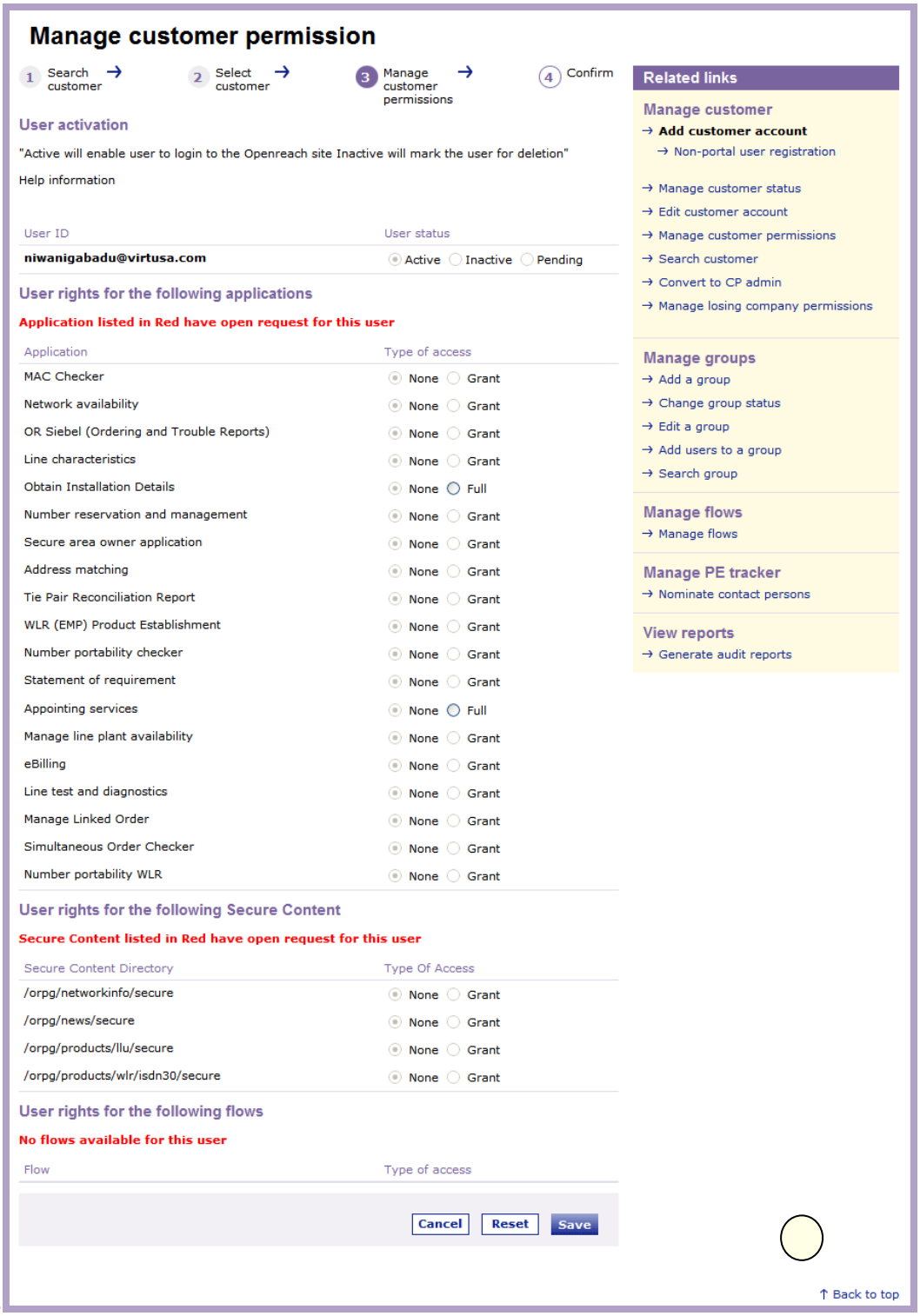


Figure 132: Manage customer permission – select user

Step 4: Select the permissions by clicking the relevant 'Type of access' radio buttons against the corresponding applications and click **Save**. Open requests will be shown in Red and will have a **Deny** option (Figure



133).

Figure 133: Manage customer permission – select permission type

Step 5: The 'Acknowledgement – permission updated' page will then load (Figure 134).

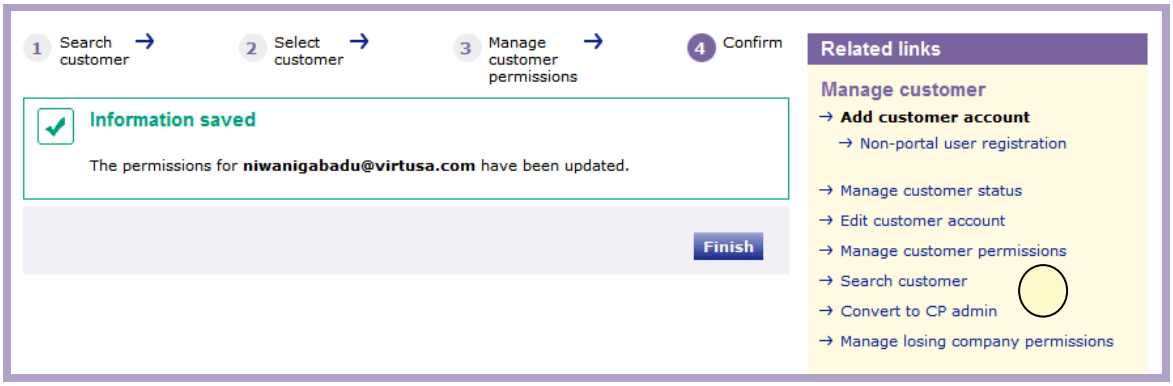


Figure 134: Acknowledgement – permission updated page

Step 6: Clicking the **Finish** button will take you back to the home page.

The Ops Users within the company can only be given permission to services that you have access to.

When giving permission to 'Amend',,'Cancel' and 'Place a fault', please note that users need Seibel access. Please make sure that users have Seibel access before you grant permission.

Every request made by you will be passed to the Openreach Site Admin while the request for access from Ops Users will be passed on to you.

Granting/revoking access to Openreach Reporting application requires the portal to communicate with other systems. Should an error occur in this process, the access changes to this application will not be completed and can be retried later (you will be displayed an error message informing this). Any other application access changes that were specified will be completed even if issues are faced with Openreach Reporting.

A new Dialogues Service 'Request Connection Price Band' will be introduced from R2200. The CP Admin can manage the access requests sent from other CP users if the CP Admin has access to the new Dialogues Service.

6.3 How do I provision a user request?

Open requests from customers will be shown on your home page. You can then navigate to step 4 of the 'Manage customer permission' wizard by clicking the user name (Figure 135).

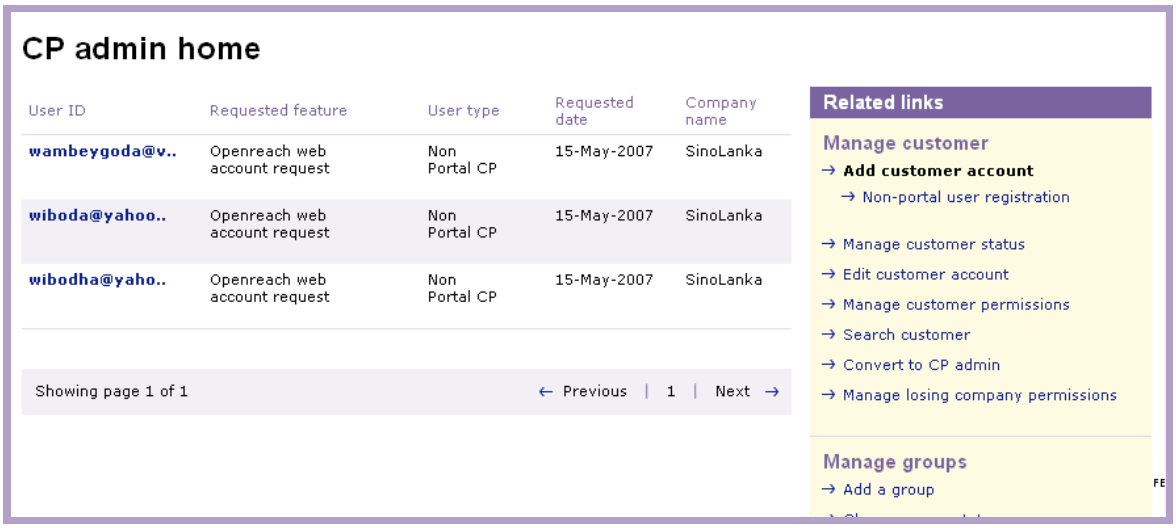


Figure 135: CP Admin home page

The default status of open requests will be **None**. The status can be reset to **Full** or **Deny** depending on whether access is granted or denied respectively.

Once the status is changed, the customer ID will be removed from the list on your home page.

6.4 How do I search for a user?

Step 1: Go to your home page ('CP Admin home' page) and click the **Search customer** link, which in turn will present you with a search screen (Figure 136) based on the following criteria:

- User ID
- Company Name
- Group Name
- Customer Type
- Status
- Dialogue Service

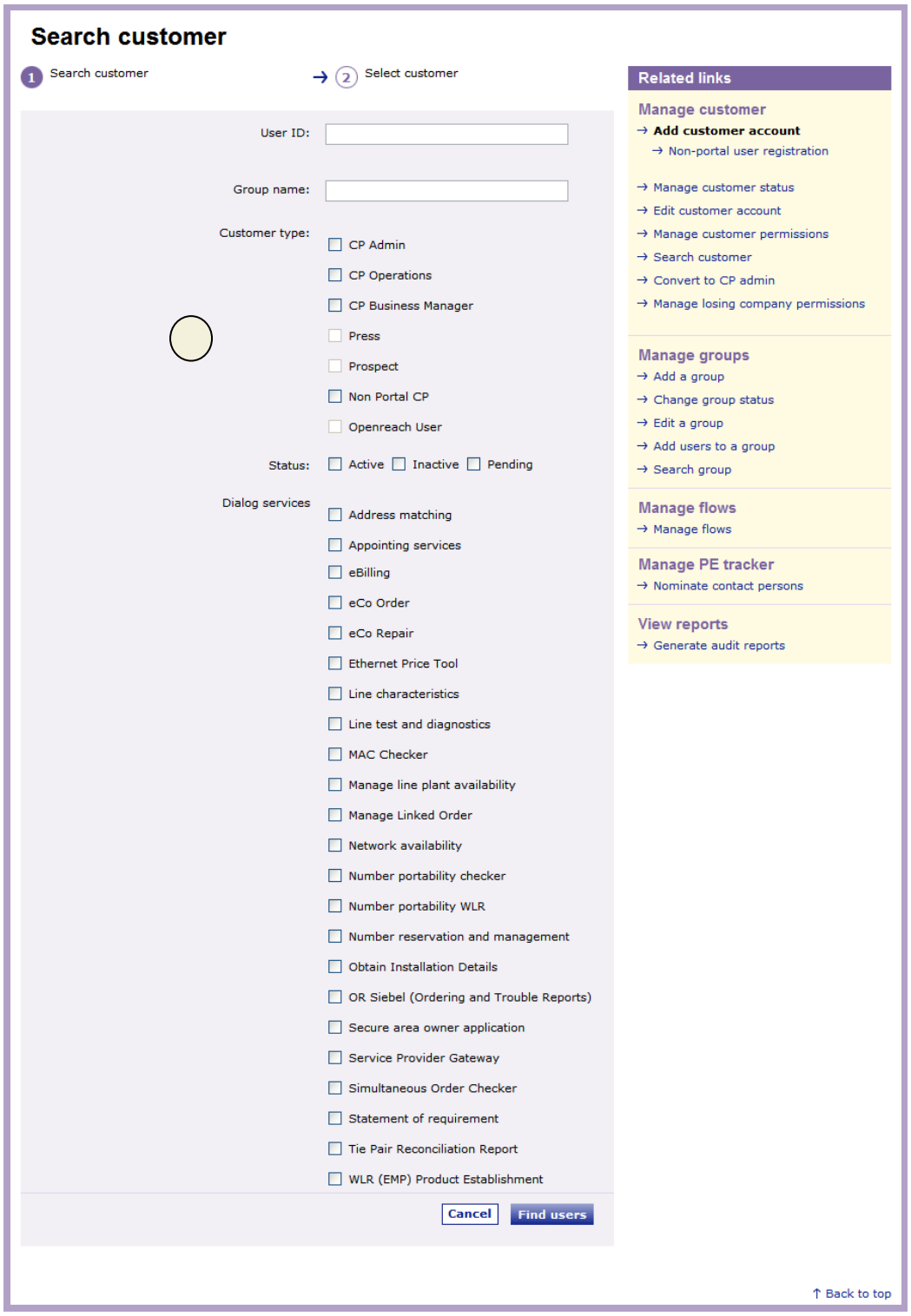


Figure 136: Search customer

Step 2: The search criteria can then be entered. Click **Find users** to proceed.

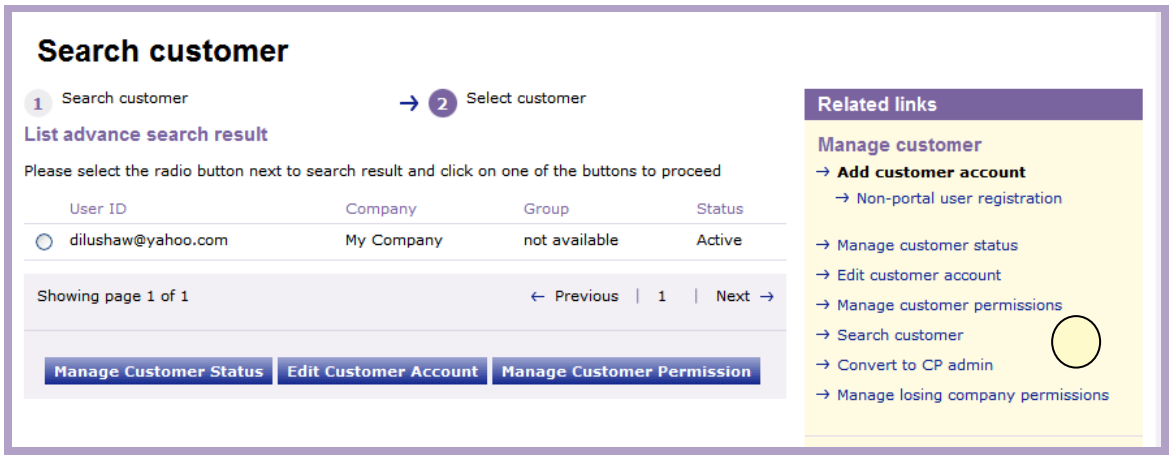


Figure 137: Search customer – customer results

Step 3: The search results will then be displayed (Figure 137). Accordingly, you may proceed to **Manage Customer Status**, **Edit Customer Account** or **Manage Customer Permissions** from the search results page. You can search for other CP Admins within your company.

7 Other Portal Capabilities

7.1 What is the 'Profile' link on my Dashboard?

The **Profile** link on your dashboard gives an overview of your name and login details, contact details, your company details and also an edit option to change your profile details. The following profile information can be edited by you:

- First name
- Surname
- Security question and answer
- Change your password
- Telephone number
- Changing the interested product options
- Default product type
- Default view
- Default release

Step 1: Clicking the **Profile** link takes you to the 'Manage profile' page (Figure 138).

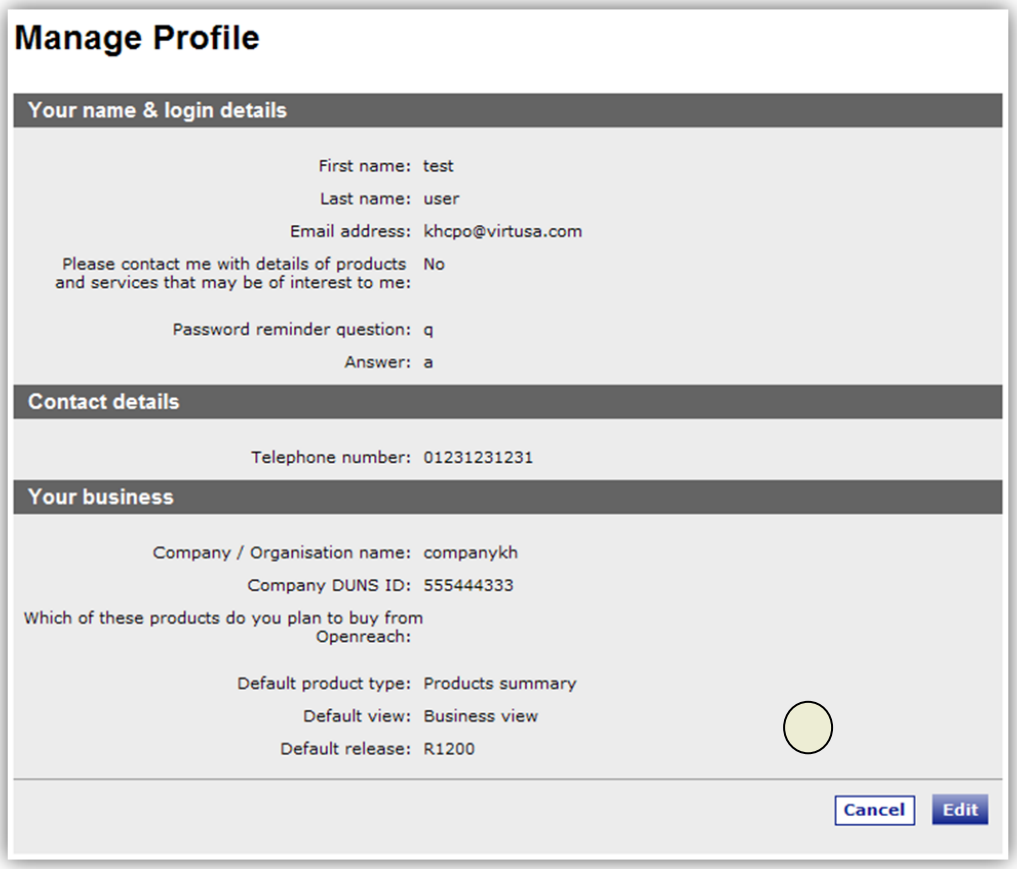

Manage Profile
Your name & login details
First name: test
Last name: user
Email address: khcpo@virtusa.com
Please contact me with details of products and services that may be of interest to me: No
Password reminder question: q
Answer: a
Contact details
Telephone number: 01231231231
Your business
Company / Organisation name: companykh
Company DUNS ID: 555444333
Which of these products do you plan to buy from Openreach:
Default product type: Products summary
Default view: Business view
Default release: R1200
Cancel
Edit

Figure 138: Manage profile

Step 2: Click **Edit** to change your profile (**Error! Reference source not found.**).

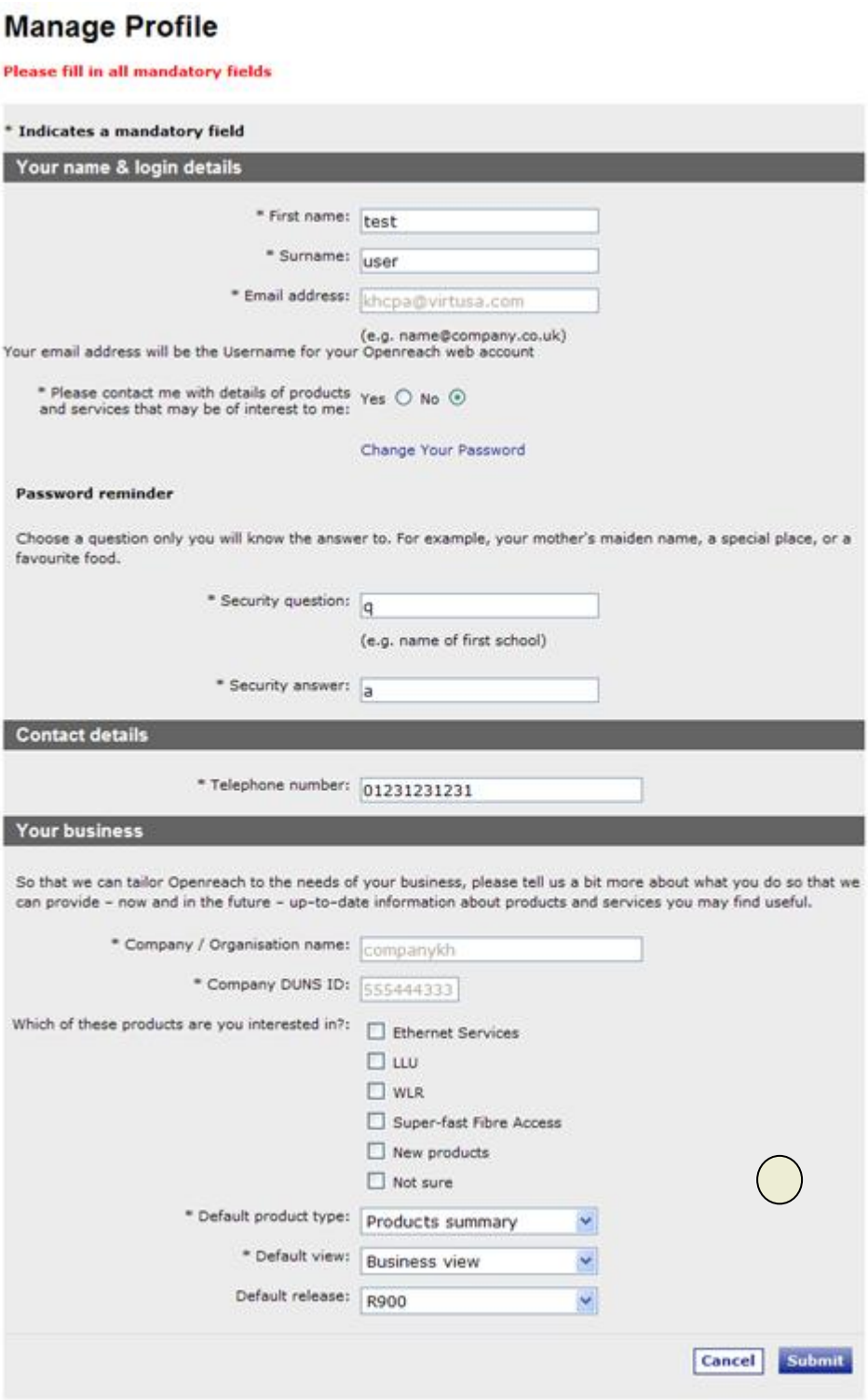

Manage Profile
Please fill in all mandatory fields
* Indicates a mandatory field
Your name & login details
* First name: test
* Surname: user
* Email address: khcpa@virtusa.com
(e.g. name@company.co.uk)
Your email address will be the Username for your Openreach web account
* Please contact me with details of products and services that may be of interest to me: Yes No
Change Your Password
Password reminder
Choose a question only you will know the answer to. For example, your mother's maiden name, a special place, or a favourite food.
* Security question: q
(e.g. name of first school)
* Security answer: a
Contact details
* Telephone number: 01231231231
Your business
So that we can tailor Openreach to the needs of your business, please tell us a bit more about what you do so that we can provide – now and in the future – up-to-date information about products and services you may find useful.
* Company / Organisation name: companykh
* Company DUNS ID: 555444333
Which of these products are you interested in?:
Ethernet Services
LLU
WLR
Super-fast Fibre Access
New products
Not sure
* Default product type: Products summary
* Default view: Business view
Default release: R900
Cancel
Submit

Figure 139: Manage profile – Edit

Step 3: To change your password, click the **Change Your Password** link. You will be taken to Figure 139.

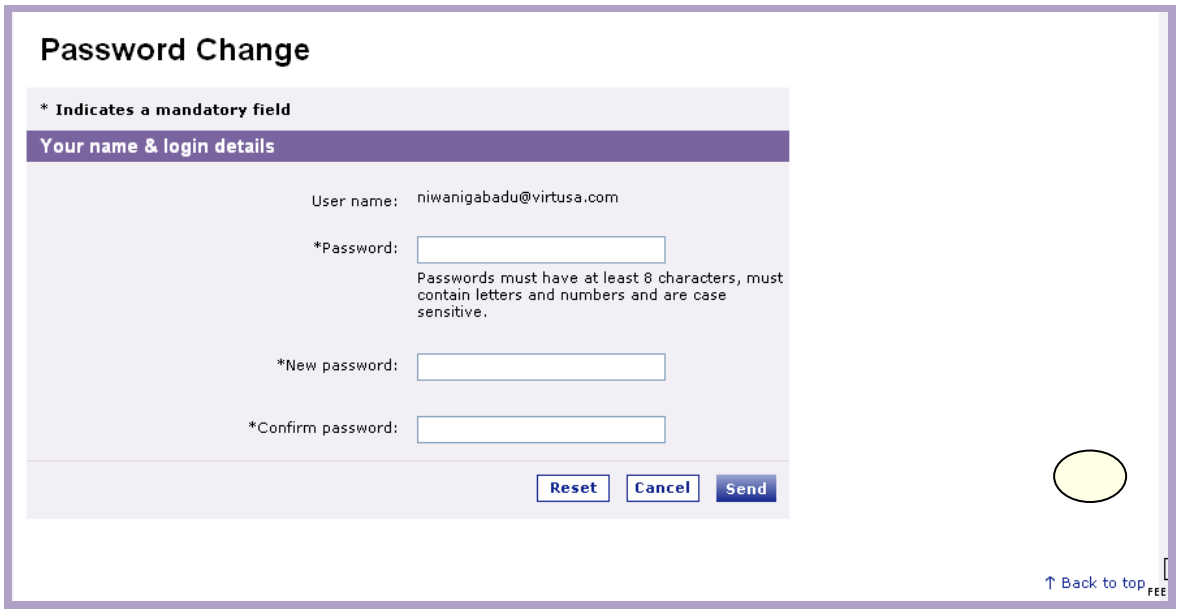


Figure 140: Password change

Step 3.1: Enter your existing password and the new password (twice for confirmation) and click **Send** (Figure 140)..

Step 3.2: If the password entered is in the correct format (It must be a minimum of 8 characters. Passwords must consist of a mix of upper and lower case characters, a number and a non-alphanumeric character. Must not be the same as the username.

), you will be taken to the 'Password change successful' page. Clicking **Finish** (Figure 141) will take you back to the 'Manage profile' page.

If password entered is incorrect or format is incorrect, you will be directed to the error page.

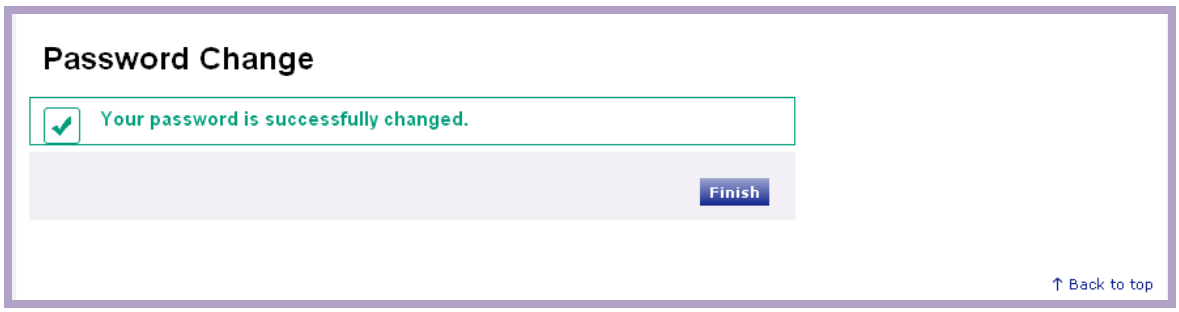


Figure 141: Password change successful

Step 4: If you do not want to change your password but your other profile information, enter the new information on the textboxes and click **Submit** (Figure 139). If the password was changed, you will still be directed to this page and you can continue with step 5.

Step 5: This will take you to Figure 142; you may now click **Confirm** if the details entered are correct and you want to confirm the information provided or click **Edit** to go back to change the information once again.

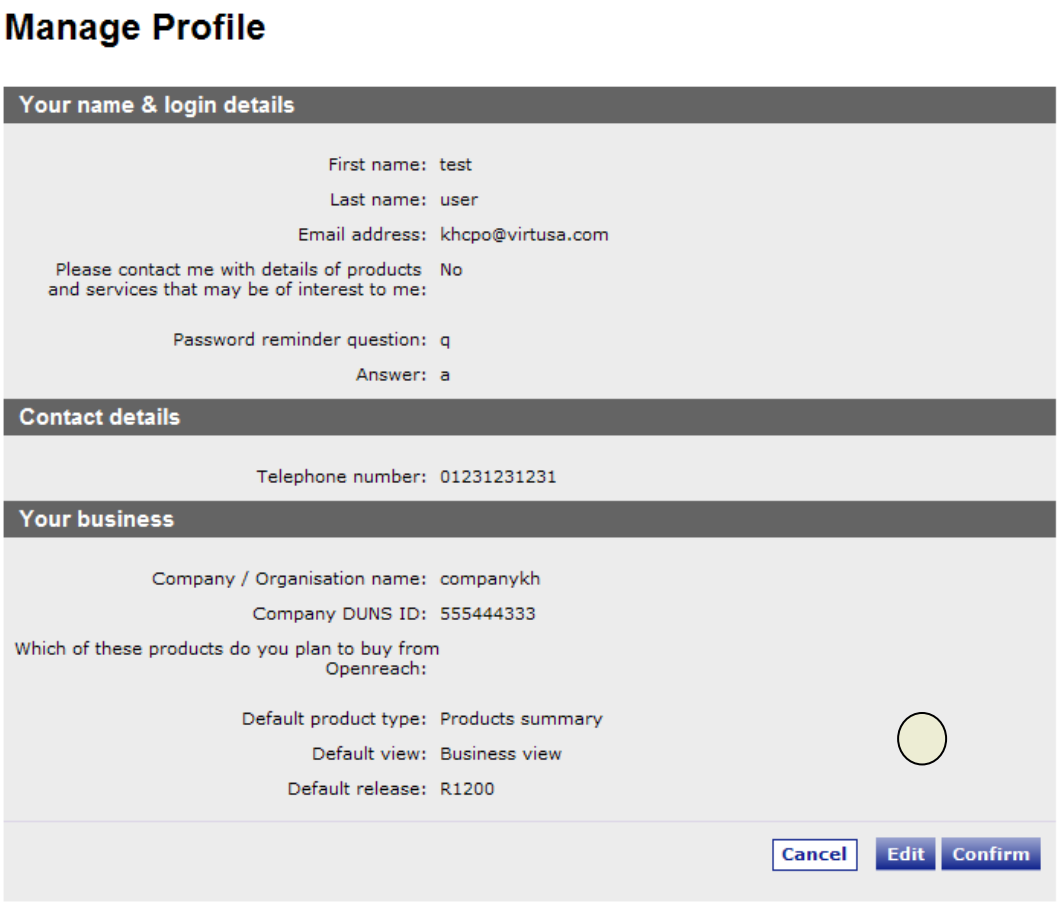

Manage Profile
Your name & login details
First name: test
Last name: user
Email address: khcpo@virtusa.com
Please contact me with details of products and services that may be of interest to me: No
Password reminder question: q
Answer: a
Contact details
Telephone number: 01231231231
Your business
Company / Organisation name: companykh
Company DUNS ID: 555444333
Which of these products do you plan to buy from Openreach:
Default product type: Products summary
Default view: Business view
Default release: R1200
Cancel
Edit
Confirm

Figure 142: Manage profile – Confirm profile details

Step 6: **Clicking** Confirm **will take you to the 'Your profile has been successfully updated' page (**
Figure 143).

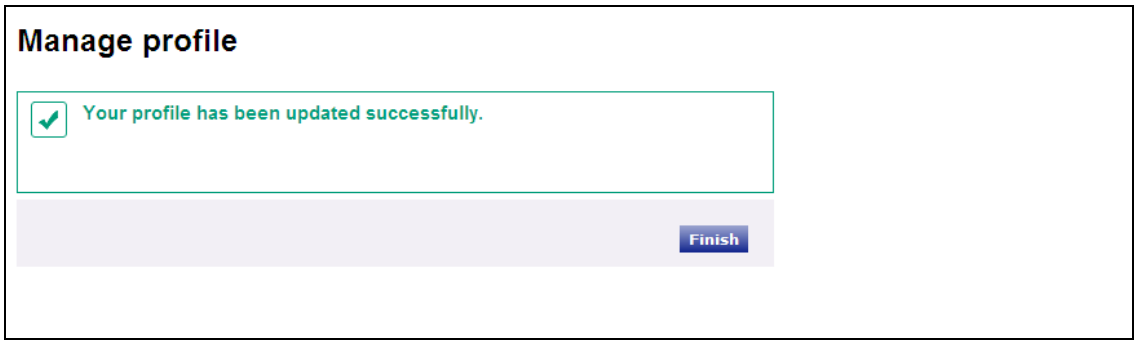


Figure 143: Manage profile updated successfully

Step 7: Clicking **Finish** will take you to your home page ('CP Admin home' page).

7.2 What is the Sitemap?

The 'Sitemap' gives direct links to all content and processes available in the portal.

Step 1: To go to the site index, go to the Openreach home page (www.openreach.co.uk) and click the 'Sitemap' icon on the top right hand corner, irrespective of whether you are logged in or not.

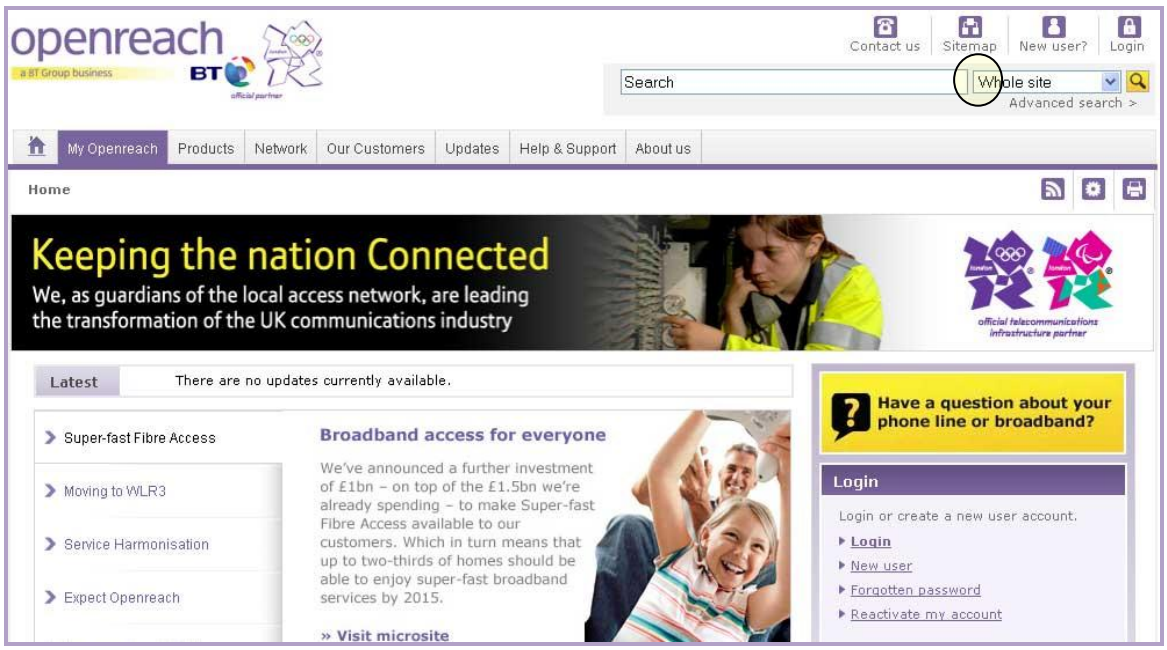

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account

Figure 144: Openreach home page

Figure 145: Site index

Step 2: Clicking any of the links will take you to the relevant area. If you are not logged in to the portal but click **My dashboard**, you will be directed to the login page to access services (Figure 146).

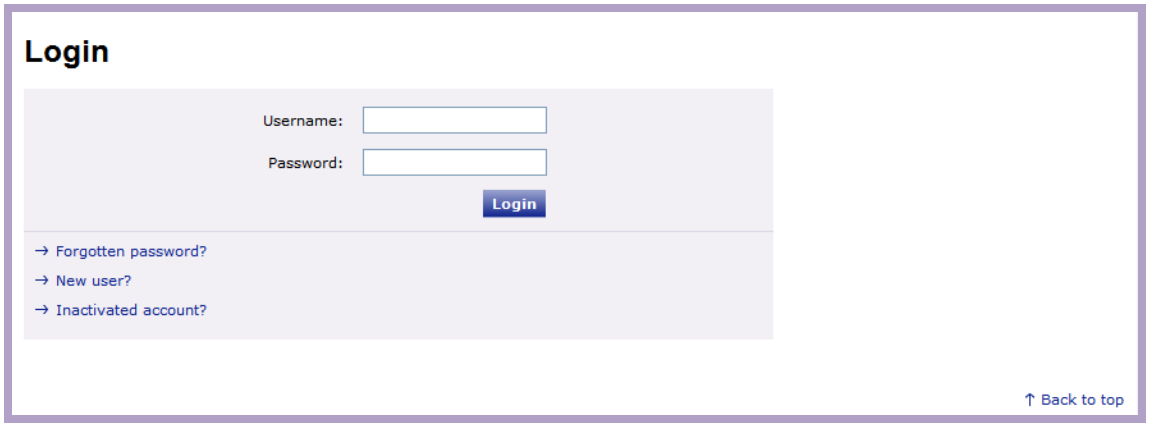


Figure 146: Login page

7.3 What are secure content folders and how do I allow users to access them?

Step 1: If a request for a certain Secure Content Area is made from any user within your company as a request access session, this request will be available on your home page (Figure 147).

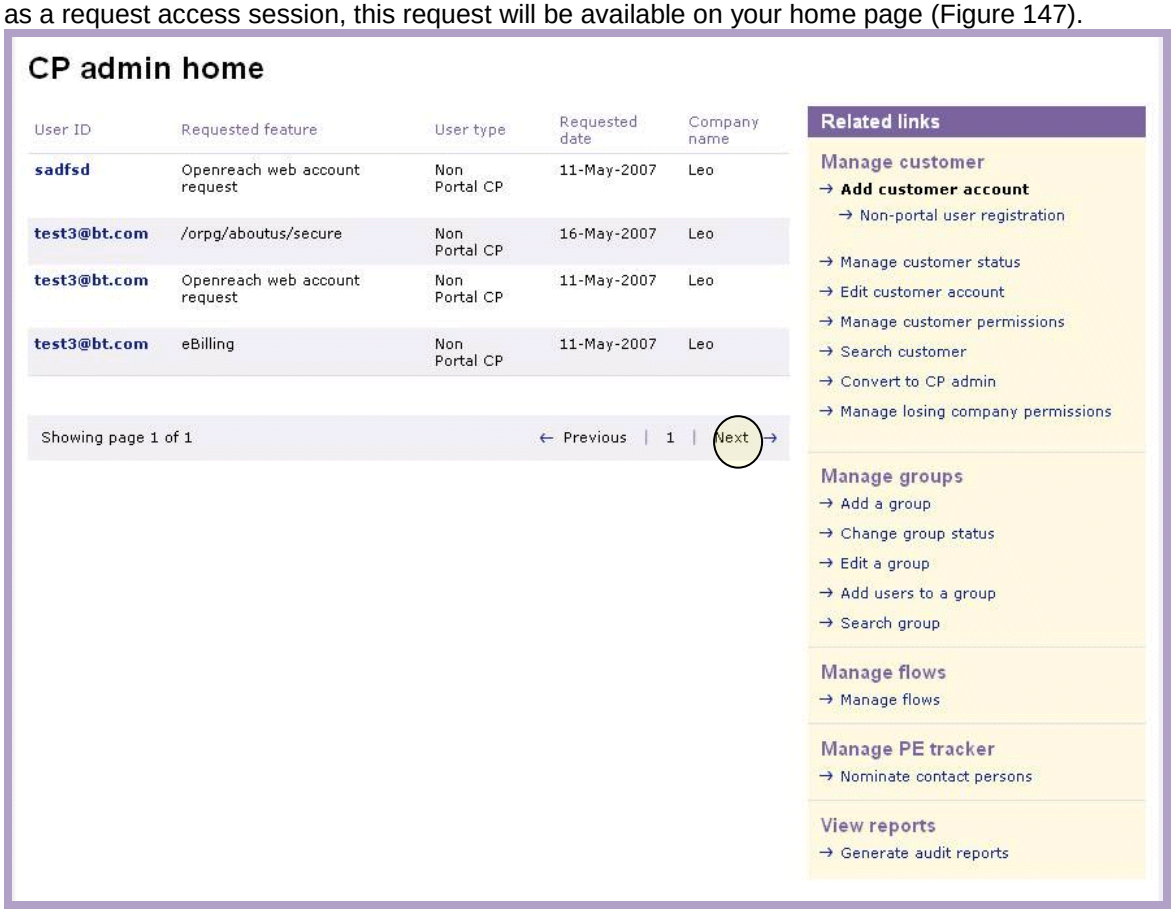


Figure 147: CP Admin home - Request received

Step 2: The user request link can be selected from the home page link, which will direct you to the 'Manage customer permissions' page (Figure 148).

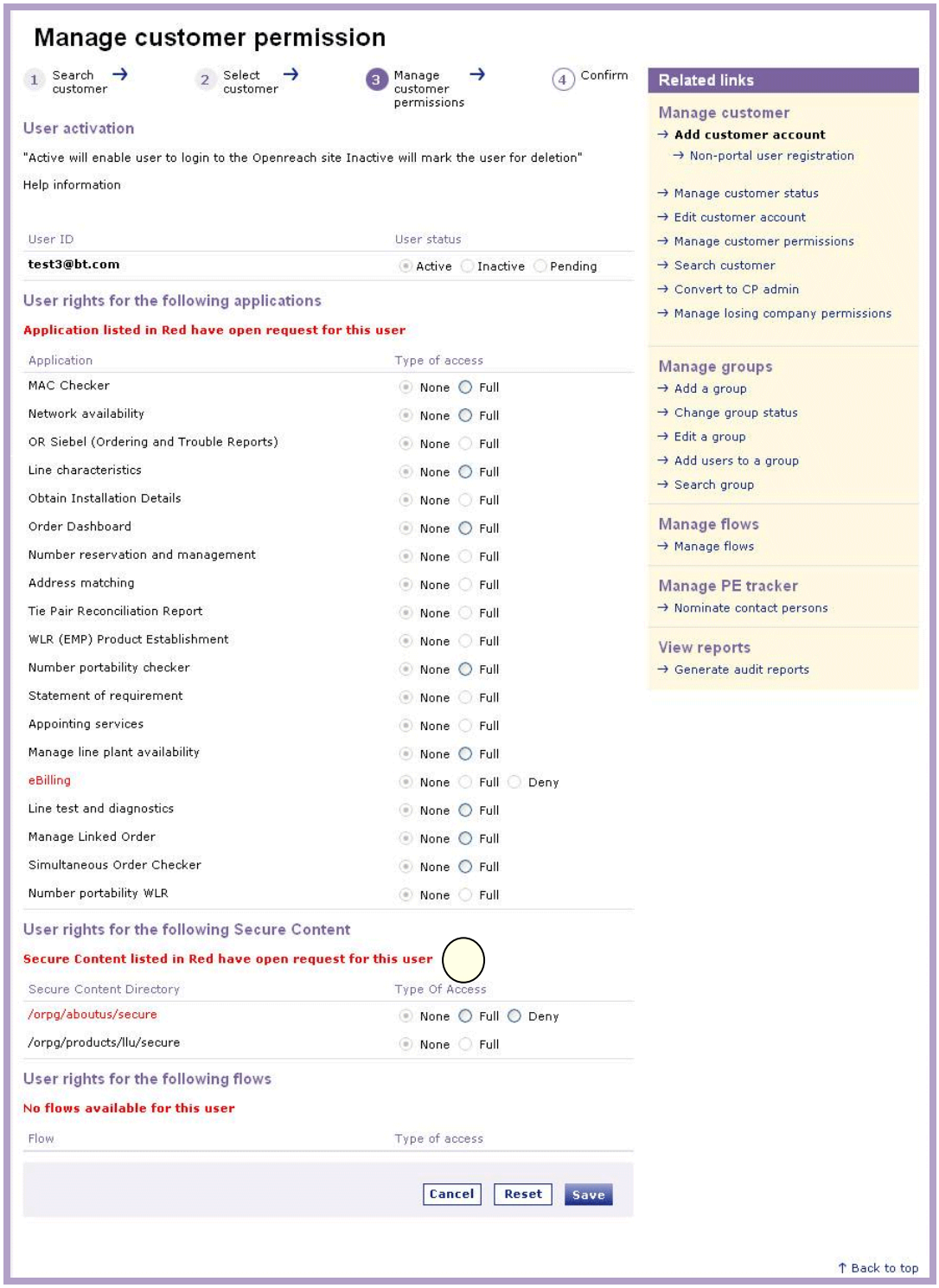


Figure 148: Manage customer permissions - Secure Content Access

Step 3: The requested Secure Content folder will be highlighted in Red, The status **None**, **Full** or **Deny** for the chosen user can be selected. Clicking **Save** will take you to the next step. .

Step 4: The 'Acknowledgment' page will then be displayed. Clicking **Finish** will take you to your admin home page.

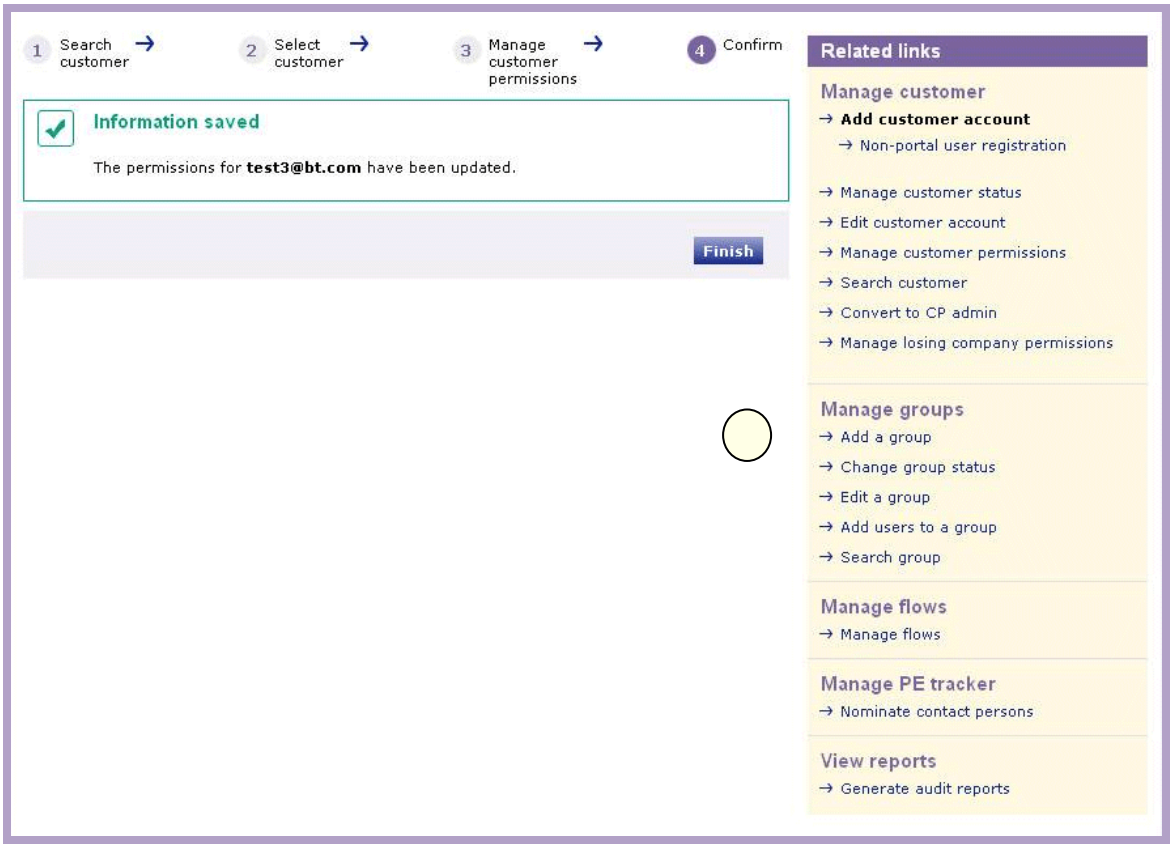


Figure 149: Secure content access granted - Acknowledgement page

Users are not notified when the request for secure content has been granted, but will be notified if the request is rejected.

7.4 What are notifications and how do I subscribe?

You and all portal registered users within your organisation can subscribe to receive email updates (notifications) from the portal. You can choose to receive notifications on the following;

- Content updates to portal (content) pages
- Updates to projects in the collaboration area
- Portal outages and application outages

Subscribing for notifications is simple and easy.

Step 1: Go to the Openreach home page (www.openreach.co.uk) and log in to the portal.

Step 2: You will then be taken to your Dashboard (Figure 150)

Step 3: Click the **Settings** link on the 'My notifications' tile on your Dashboard (Figure 150).

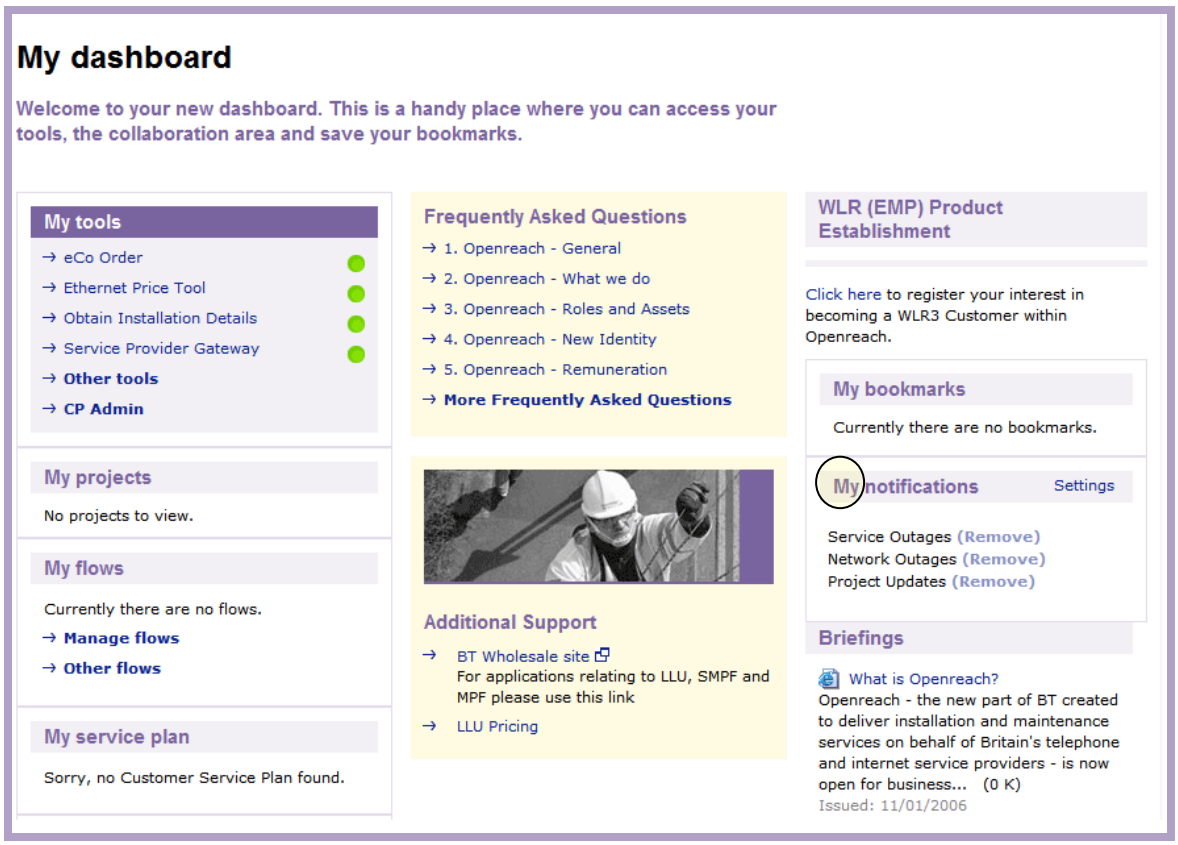

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
→ eCo Order
→ Ethernet Price Tool
→ Obtain Installation Details
→ Service Provider Gateway
→ Other tools
→ CP Admin
My projects
No projects to view.
My flows
Currently there are no flows.
→ Manage flows
→ Other flows
My service plan
Sorry, no Customer Service Plan found.
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
Additional Support
→ BT Wholesale site
For applications relating to LLU, SMPF and MPF please use this link
→ LLU Pricing
WLR (EMP) Product Establishment
Click here to register your interest in becoming a WLR3 Customer within Openreach.
My bookmarks
Currently there are no bookmarks.
My notifications
Settings
Service Outages (Remove)
Network Outages (Remove)
Project Updates (Remove)
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006

Figure 150: CP Admin dashboard - My notifications

Step 4: You will then be directed to the 'Notifications settings' page where you can select which notifications you would like to subscribe to by selecting the relevant check boxes (Figure 151).

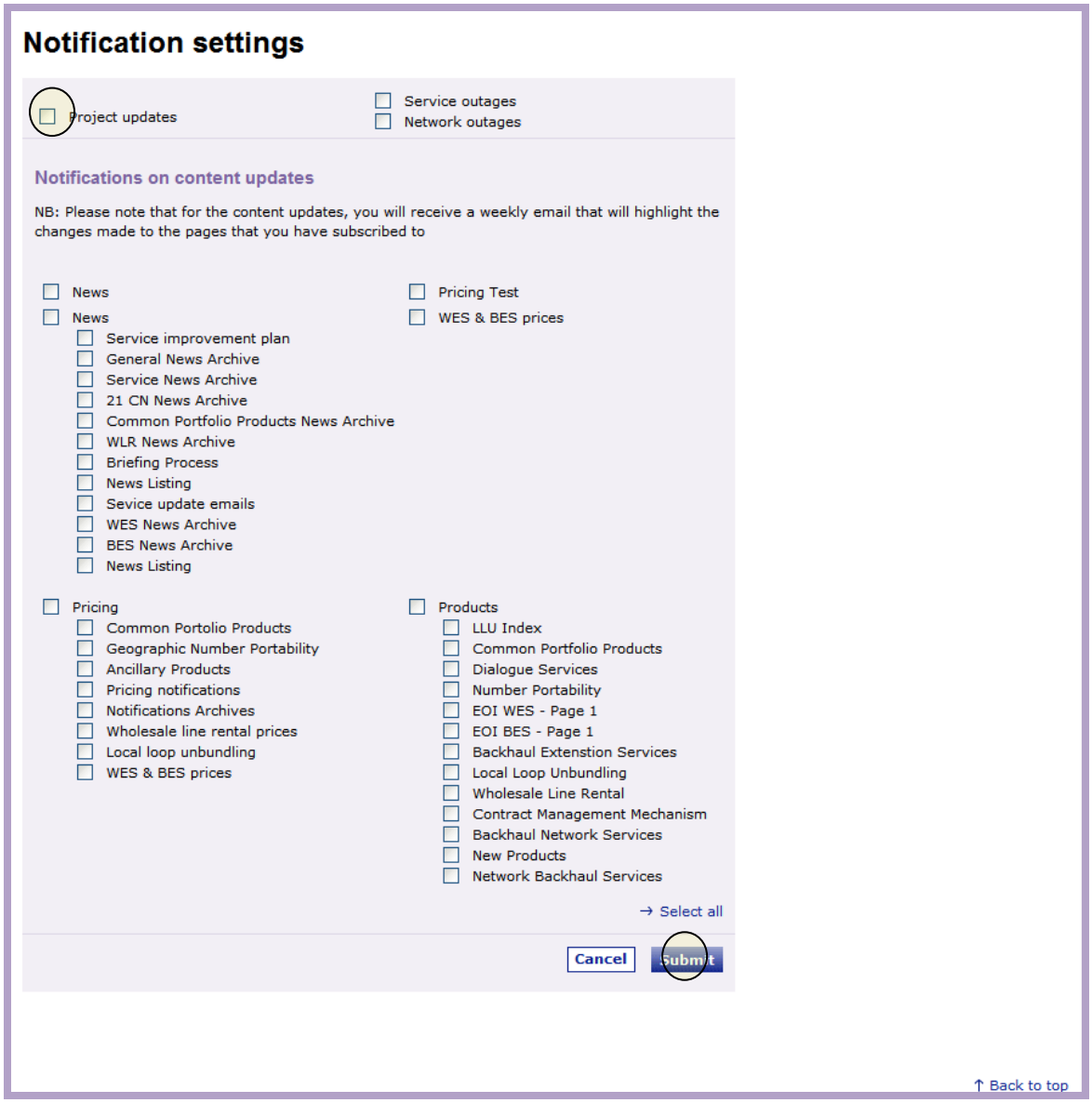


Figure 151: Notification settings – select notifications

Step 5: Upon clicking **Submit,** you will be taken to confirm the notifications you subscribed for (Figure 152).

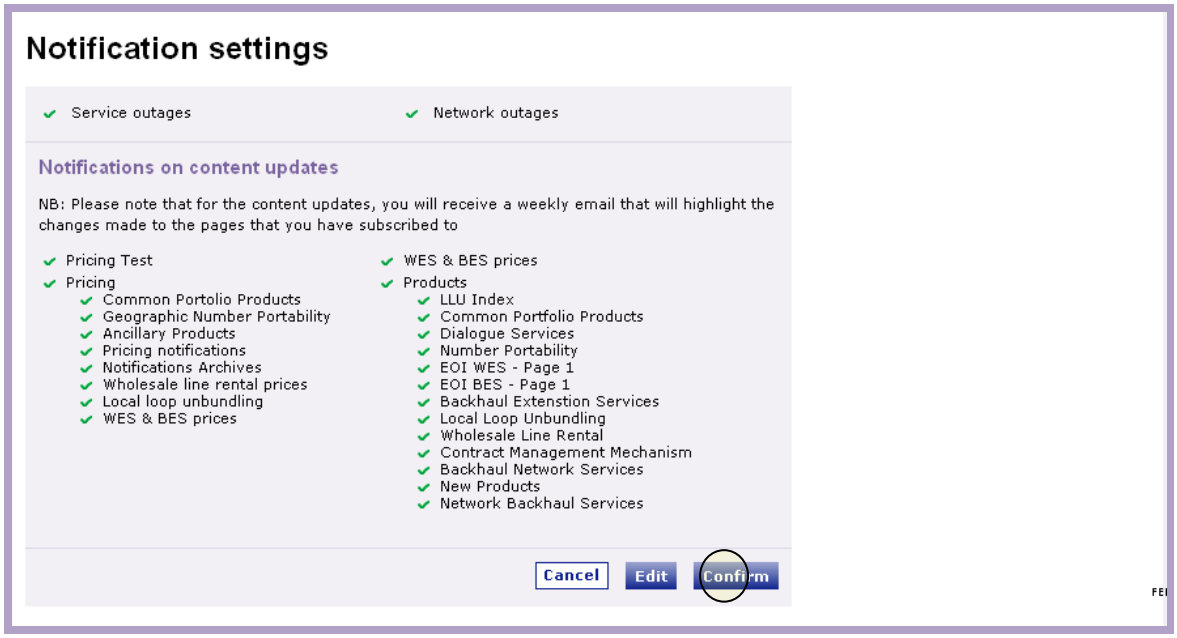


Figure 152: Notification settings – Confirm

Step 6: When you have confirmed your selection, you will be directed to the 'Acknowledgement' page (Figure 153).

Step 7: Clicking **Finish** will take you to your home page ('CP Admin home' page) (Figure 153).

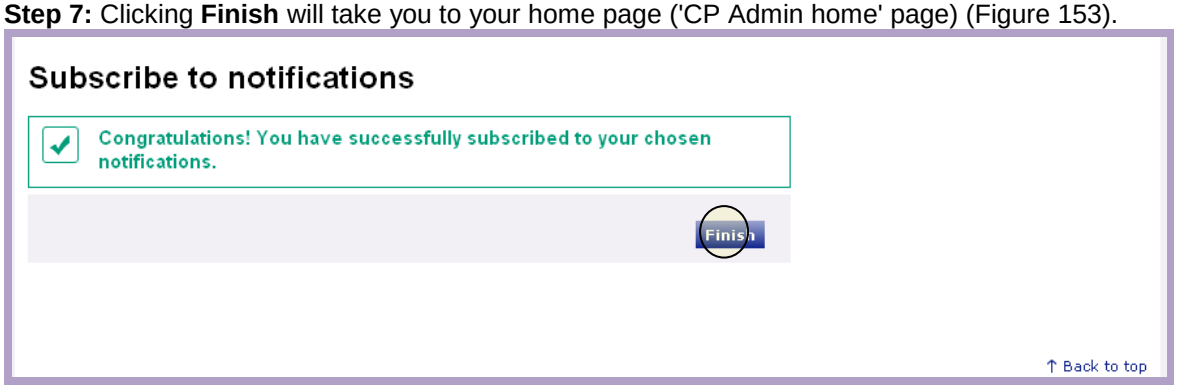

Subscribe to notifications
Congratulations! You have successfully subscribed to your chosen notifications.
Finish
↑ Back to top

Figure 153: Subscribe to notifications – acknowledgement

You can also subscribe to notifications directly from a content page. To do this, simply visit the content page on the portal and click the link **Notify me** which is on the top right corner of each page.

7.5 What is the collaboration area?

The collaboration area on the portal allows you and other portal registered users within your organisation to collaborate and share project information with Openreach CBMs and other CPs (CPBM users).

If you have been granted access to a project, the link to the project will be available to you on your dashboard.

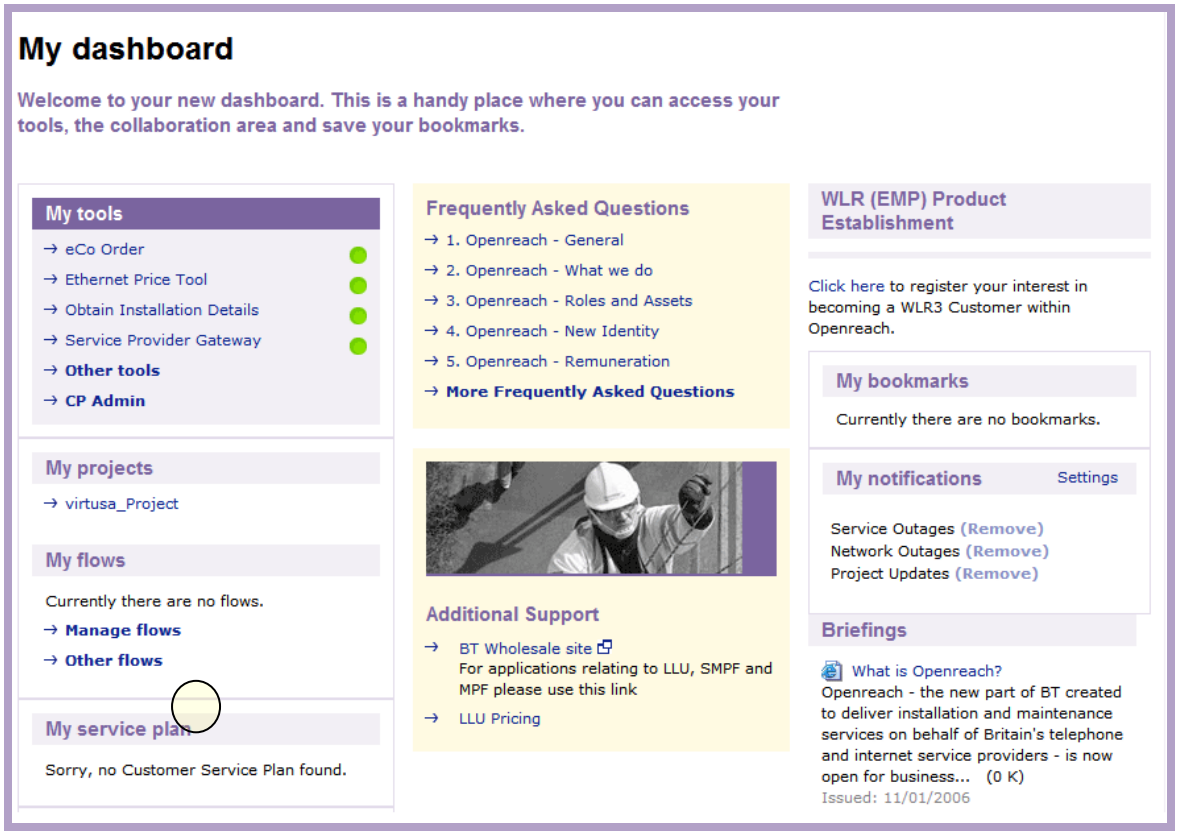

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
→ eCo Order
→ Ethernet Price Tool
→ Obtain Installation Details
→ Service Provider Gateway
→ Other tools
→ CP Admin
My projects
→ virtusa_Project
My flows
Currently there are no flows.
→ Manage flows
→ Other flows
My service plan
Sorry, no Customer Service Plan found.
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
Additional Support
→ BT Wholesale site
For applications relating to LLU, SMPF and MPF please use this link
→ LLU Pricing
WLR (EMP) Product Establishment
Click here to register your interest in becoming a WLR3 Customer within Openreach.
My bookmarks
Currently there are no bookmarks.
My notifications
Settings
Service Outages (Remove)
Network Outages (Remove)
Project Updates (Remove)
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006

Figure 154: CP Admin dashboard – Collaboration

Step 1: Click **My projects** to view more details on the project and share documents with other users registered to the same project.

Figure 155: Available projects

Step 2: To share documents with other users of the project, click **Manage documents** within the selected project. You will be taken to **Error! Reference source not found.**.

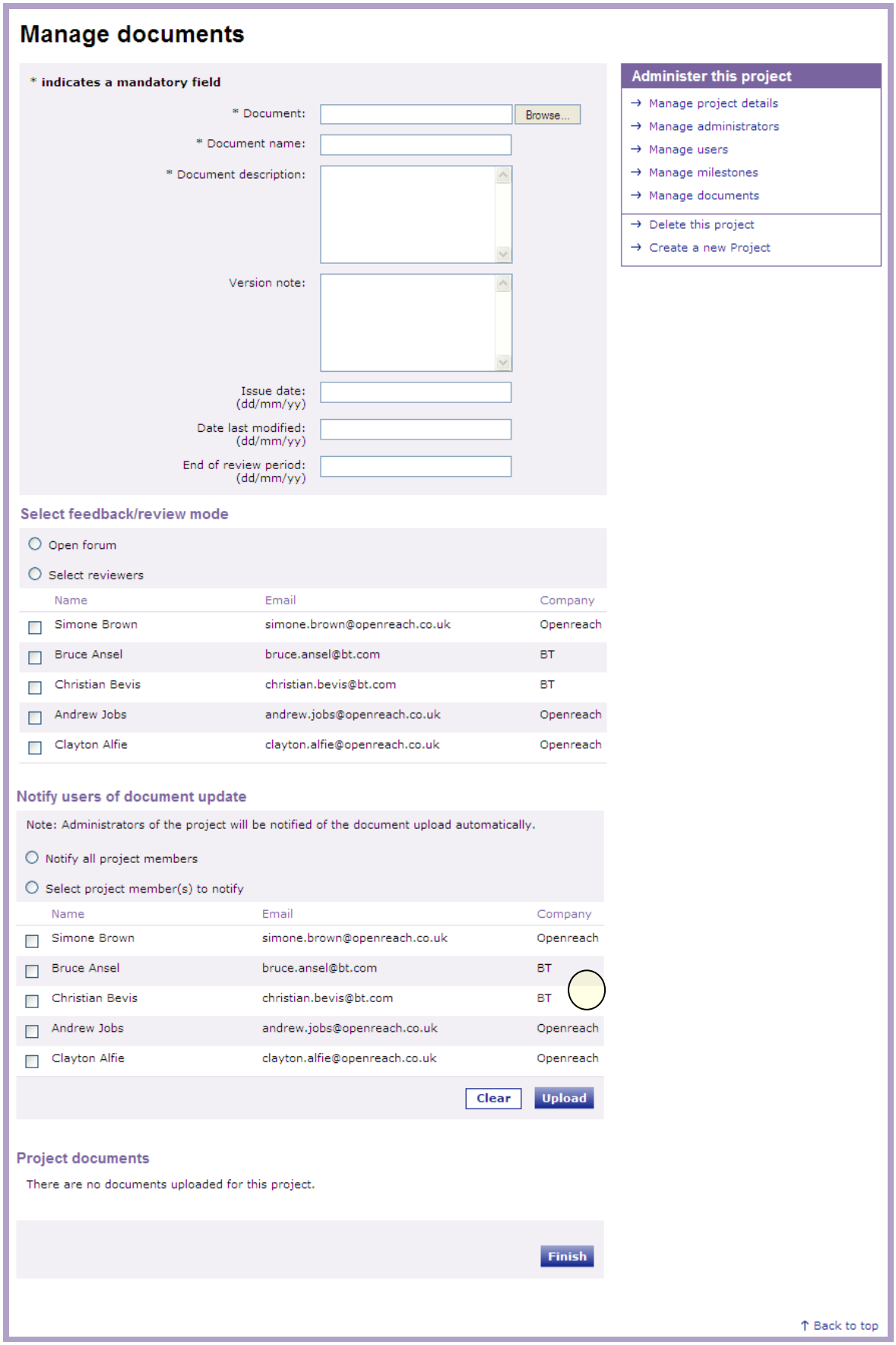


Figure 156: Manage documents

Step 3: Browse and upload the documents you wish to share and click **Finish** when you have

completed to be taken to Figure 157.

Figure 157: Manage documents – complete

Step 4: Click **Finish** to go back to the project view and view all project related documents and milestones (Figure 158).

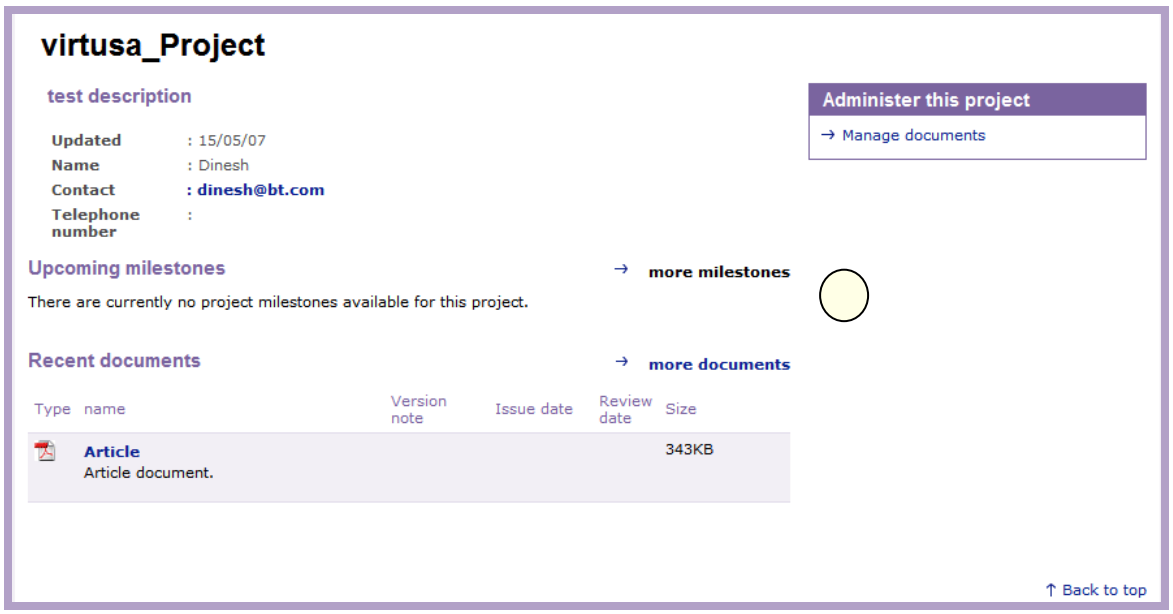


Figure 158: My projects – view all project documents

The contact details of the Openreach Customer Business Manager (CBM) who created the project will be displayed on the top left corner of the project details page right under the project title and description.

Categorizing the document in collaboration area

This functionality is introduced in order to allow users to categorize project documents through a user defined set of document categories. This feature can be extended for new projects and for existing projects. Project owners and project admins can add, modify and delete document categories.

7.6 What are bookmarks and how do I bookmark pages?

Bookmarks are an easy way to remember content pages that are important to you. By bookmarking pages that are important to you, you can ensure they are displayed directly on your dashboard.

Follow the steps below to bookmark pages that are important to you:

Step 1: Login to the Openreach portal using http://www.openreach.co.uk

Step 2: Visit the content page that you would like to bookmark.

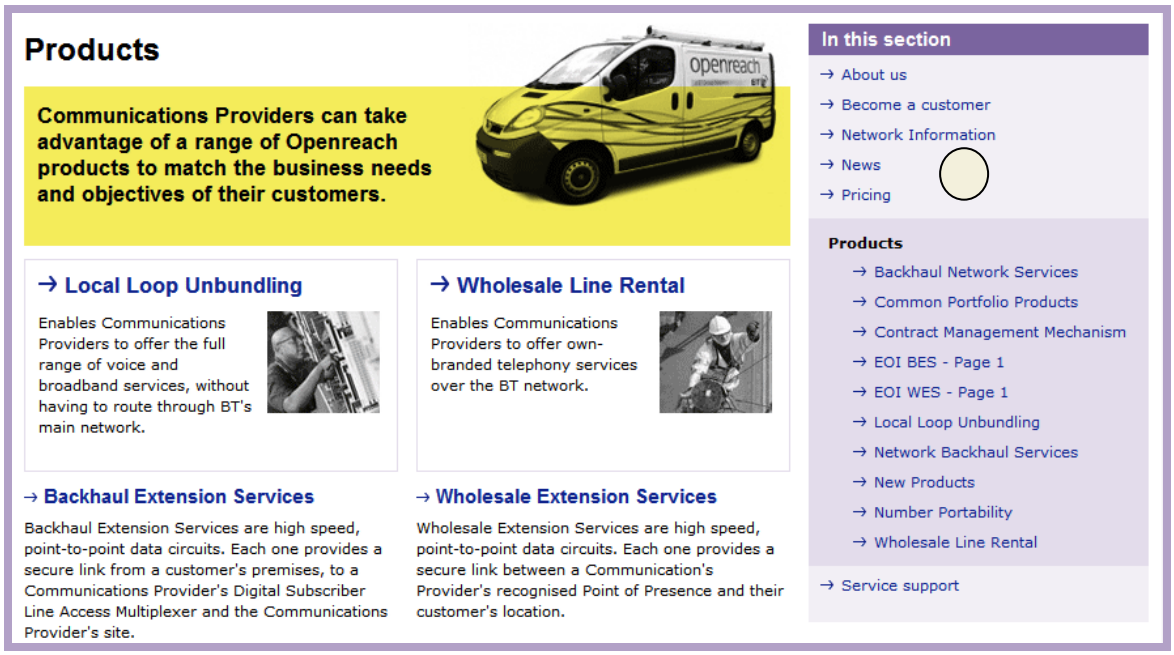

Products
Communications Providers can take advantage of a range of Openreach products to match the business needs and objectives of their customers.
openreach
→ Local Loop Unbundling
Enables Communications Providers to offer the full range of voice and broadband services, without having to route through BT's main network.
→ Wholesale Line Rental
Enables Communications Providers to offer own-branded telephony services over the BT network.
→ Backhaul Extension Services
Backhaul Extension Services are high speed, point-to-point data circuits. Each one provides a secure link from a customer's premises, to a Communications Provider's Digital Subscriber Line Access Multiplexer and the Communications Provider's site.
→ Wholesale Extension Services
Wholesale Extension Services are high speed, point-to-point data circuits. Each one provides a secure link between a Communication's Provider's recognised Point of Presence and their customer's location.
In this section
→ About us
→ Become a customer
→ Network Information
→ News
→ Pricing
Products
→ Backhaul Network Services
→ Common Portfolio Products
→ Contract Management Mechanism
→ EOI BES - Page 1
→ EOI WES - Page 1
→ Local Loop Unbundling
→ Network Backhaul Services
→ New Products
→ Number Portability
→ Wholesale Line Rental
→ Service support

Figure 159: Products page without book marking

Step 3: Select **Bookmark this page** located at the top right corner of the content page under the main navigation (Figure 159)

Step 4: If the bookmark has been successful, the page refreshes and the link changes to **Remove bookmark** (Figure 160).

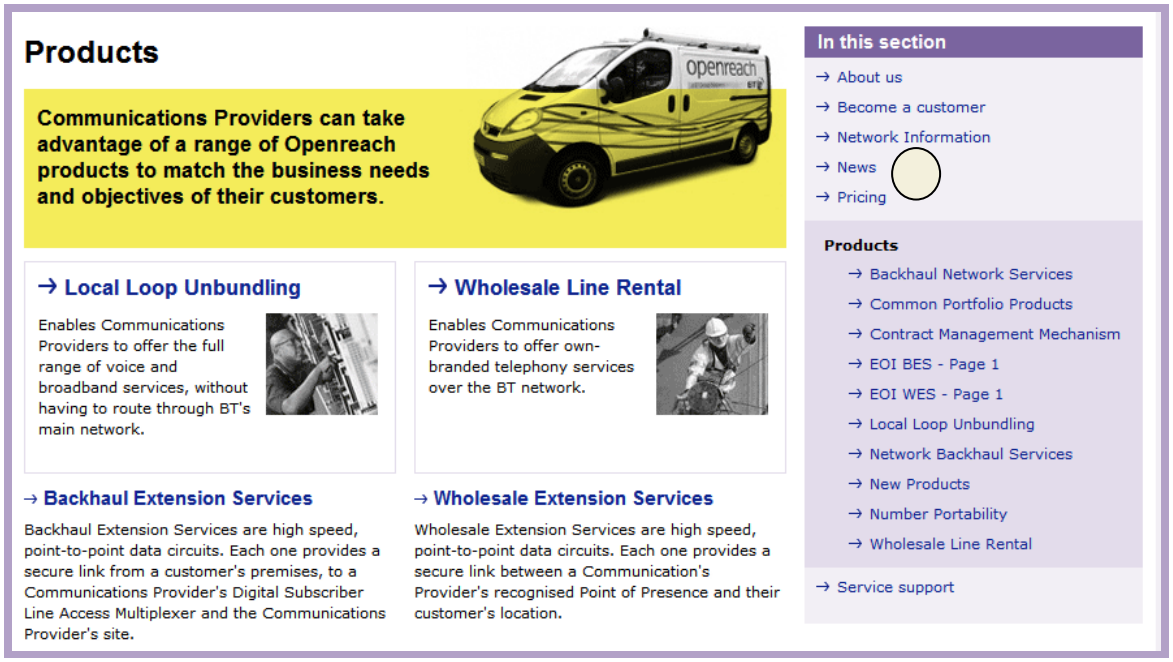

Products
Communications Providers can take advantage of a range of Openreach products to match the business needs and objectives of their customers.
openreach
In this section
→ About us
→ Become a customer
→ Network Information
→ News
→ Pricing
Products
→ Backhaul Network Services
→ Common Portfolio Products
→ Contract Management Mechanism
→ EOI BES - Page 1
→ EOI WES - Page 1
→ Local Loop Unbundling
→ Network Backhaul Services
→ New Products
→ Number Portability
→ Wholesale Line Rental
→ Service support
→ Local Loop Unbundling
Enables Communications Providers to offer the full range of voice and broadband services, without having to route through BT's main network.
→ Wholesale Line Rental
Enables Communications Providers to offer own-branded telephony services over the BT network.
→ Backhaul Extension Services
Backhaul Extension Services are high speed, point-to-point data circuits. Each one provides a secure link from a customer's premises, to a Communications Provider's Digital Subscriber Line Access Multiplexer and the Communications Provider's site.
→ Wholesale Extension Services
Wholesale Extension Services are high speed, point-to-point data circuits. Each one provides a secure link between a Communication's Provider's recognised Point of Presence and their customer's location.

Figure 160: Products page – with bookmark

Step 5: All your bookmarks will be available to you on your dashboard in the 'My bookmarks' tile (Figure 161).

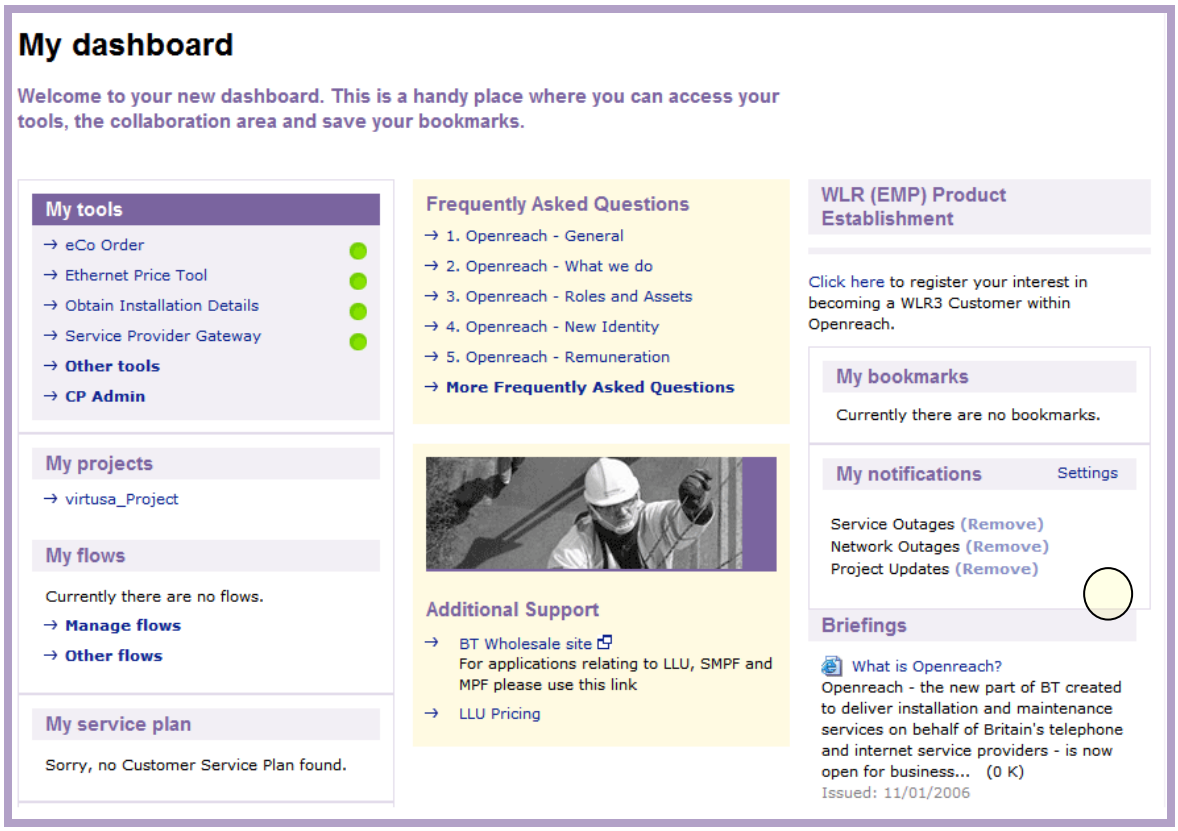

My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
→ eCo Order
→ Ethernet Price Tool
→ Obtain Installation Details
→ Service Provider Gateway
→ Other tools
→ CP Admin
My projects
→ virtusa_Project
My flows
Currently there are no flows.
→ Manage flows
→ Other flows
My service plan
Sorry, no Customer Service Plan found.
Frequently Asked Questions
→ 1. Openreach - General
→ 2. Openreach - What we do
→ 3. Openreach - Roles and Assets
→ 4. Openreach - New Identity
→ 5. Openreach - Remuneration
→ More Frequently Asked Questions
Additional Support
→ BT Wholesale site
For applications relating to LLU, SMPF and MPF please use this link
→ LLU Pricing
WLR (EMP) Product Establishment
Click here to register your interest in becoming a WLR3 Customer within Openreach.
My bookmarks
Currently there are no bookmarks.
My notifications
Settings
Service Outages (Remove)
Network Outages (Remove)
Project Updates (Remove)
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006

Figure 161: CP Admin dashboard – showing 'My bookmarks'

7.7 How can I track user history - Create audit reports

The system allows you to create audit reports to keep track of individual users within your company for up to two months.

Step 1: Go to your home page ('CP Admin home' page) and click **Generate audit reports** under the 'View reports' tile (Figure 162).

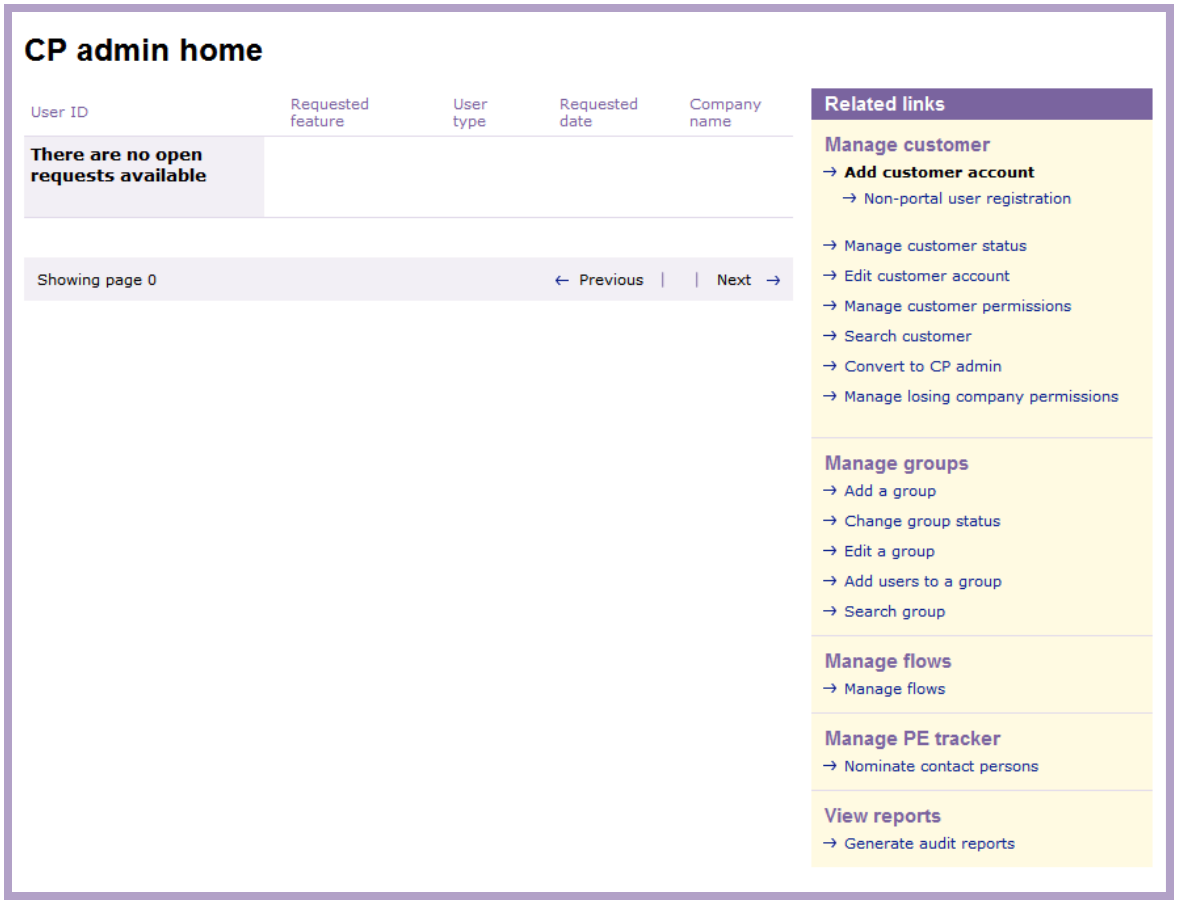


Figure 162: CP Admin home – Generate audit reports

Step 2: The system will prompt you to enter the User ID of the user the audit report is required for. The search is a standard search based on wildcard characters.

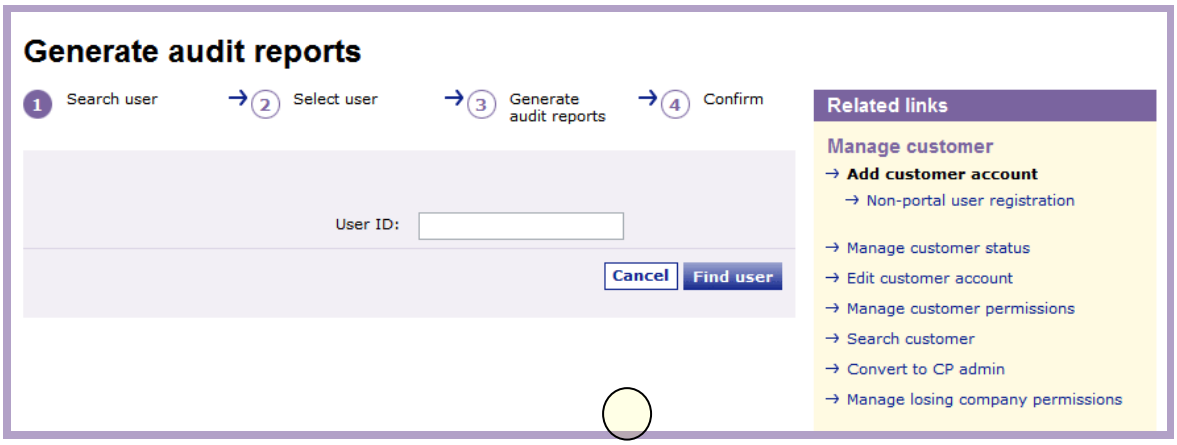


Figure 163: Generate audit reports – Search user

Step 3: The system will display a matching list of records where you can click the User ID to select the user.

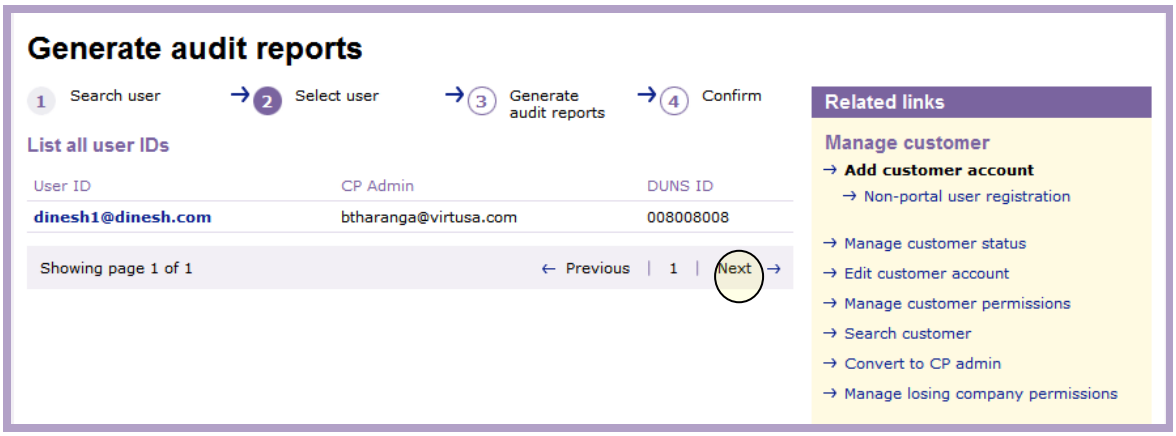


Figure 164: Generate audit reports – Select user

Step 4: The 'Generate audit report' screen will be prompted by the system where the date range for the report and the report type can be selected. The user can select to view and print the report in HTML format or download the report in PDF format.

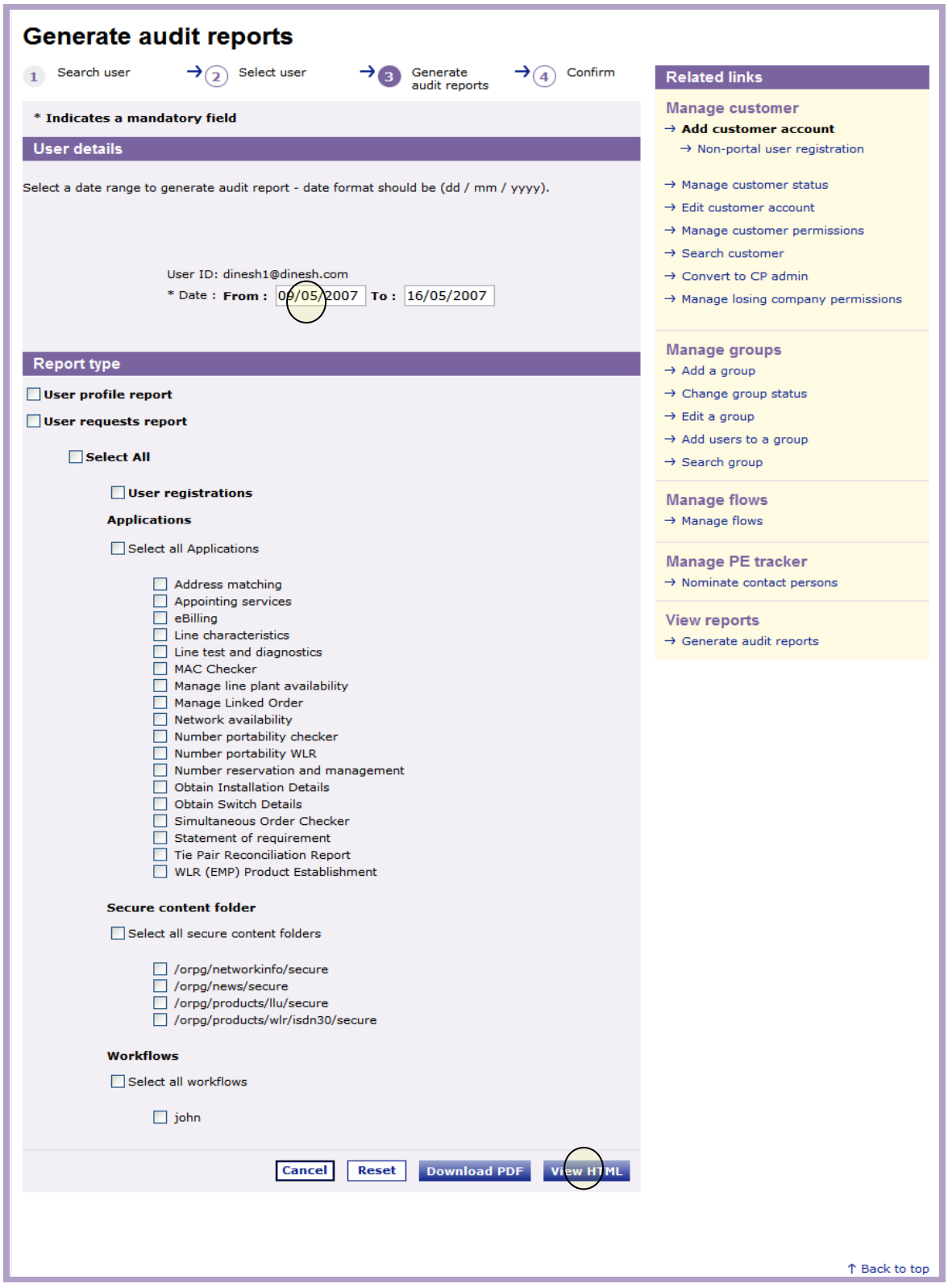


Figure 165: Generate audit reports – Define date and type

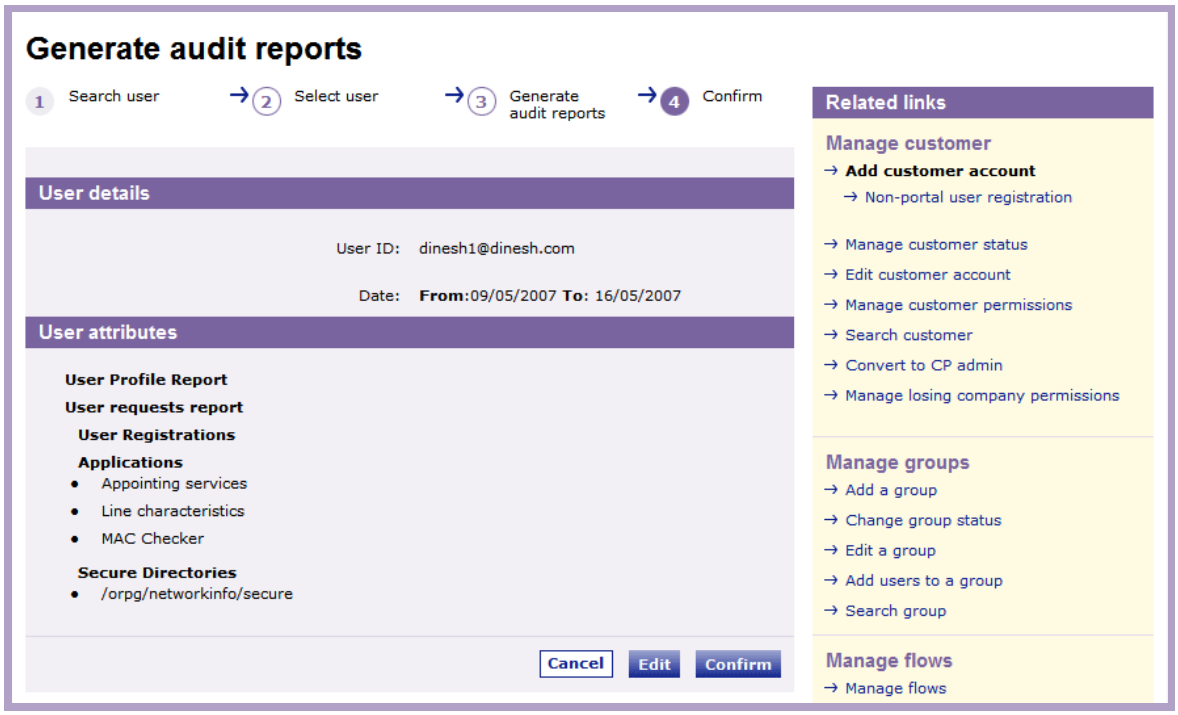


Figure 166: Generate audit report – Confirmation

Step 5: You will be directed to the 'Confirmation' page (Figure 166).

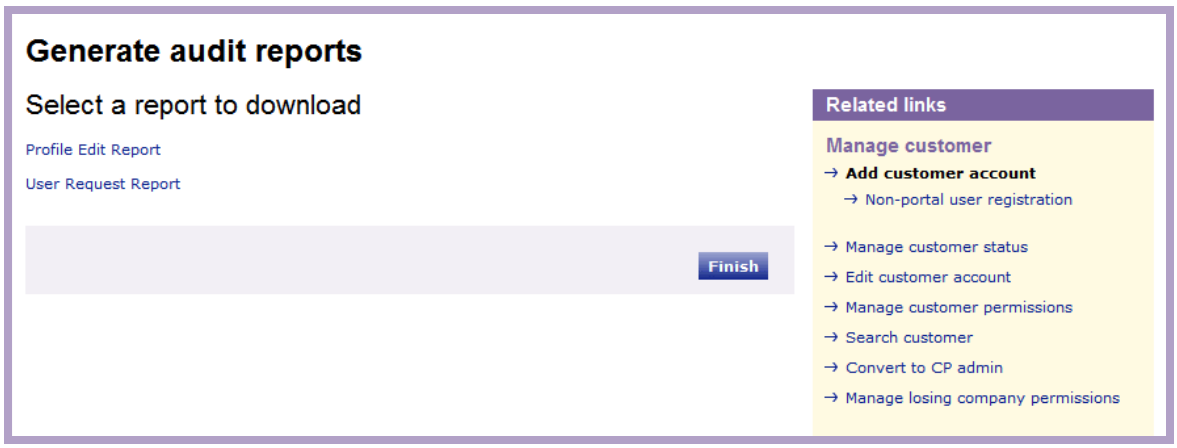


Figure 167: Generate audit reports

Generate audit reports
Select a report to downloa
Profile Edit Report
User Request Report
File Download
Do you want to open or save this file?
Name: profileEditReport.PDF
Type: Adobe Acrobat Document, 1.59KB
From: qazone.virtusa.com
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?
ted links
age customer
d customer account
Non-portal user registration
nage customer status
t customer account
nage customer permissions
arch customer
nvert to CP admin
nage losing company permissions
Manage groups
→ Add a group
→ Change group status

Figure 168: Generate audit report – PDF format

User profile report: Generates a report based on user profile changes, keeping a track of the old value and the new value.

User requests report: Report consists of user requests for portal application and other portal features such as secure content folders.

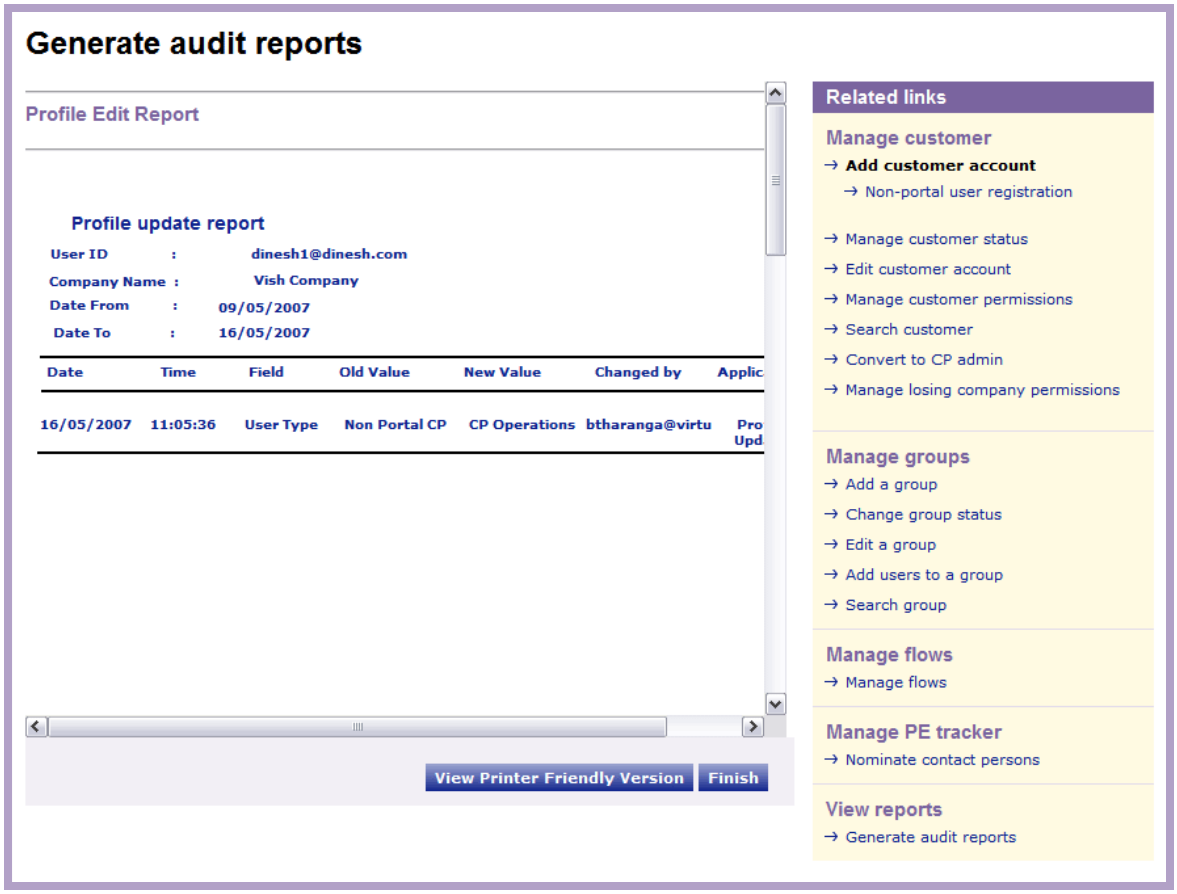

Generate audit reports
Profile Edit Report
Profile update report
User ID : dinesh1@dinesh.com
Company Name : Vish Company
Date From : 09/05/2007
Date To : 16/05/2007
Date Time Field Old Value New Value Changed by Applic
16/05/2007 11:05:36 User Type Non Portal CP CP Operations btharanga@virtu Pro Upd
View Printer Friendly Version
Finish
Related links
Manage customer
→ Add customer account
→ Non-portal user registration
→ Manage customer status
→ Edit customer account
→ Manage customer permissions
→ Search customer
→ Convert to CP admin
→ Manage losing company permissions
Manage groups
→ Add a group
→ Change group status
→ Edit a group
→ Add users to a group
→ Search group
Manage flows
→ Manage flows
Manage PE tracker
→ Nominate contact persons
View reports
→ Generate audit reports

Figure 169: Generate audit report HTML view

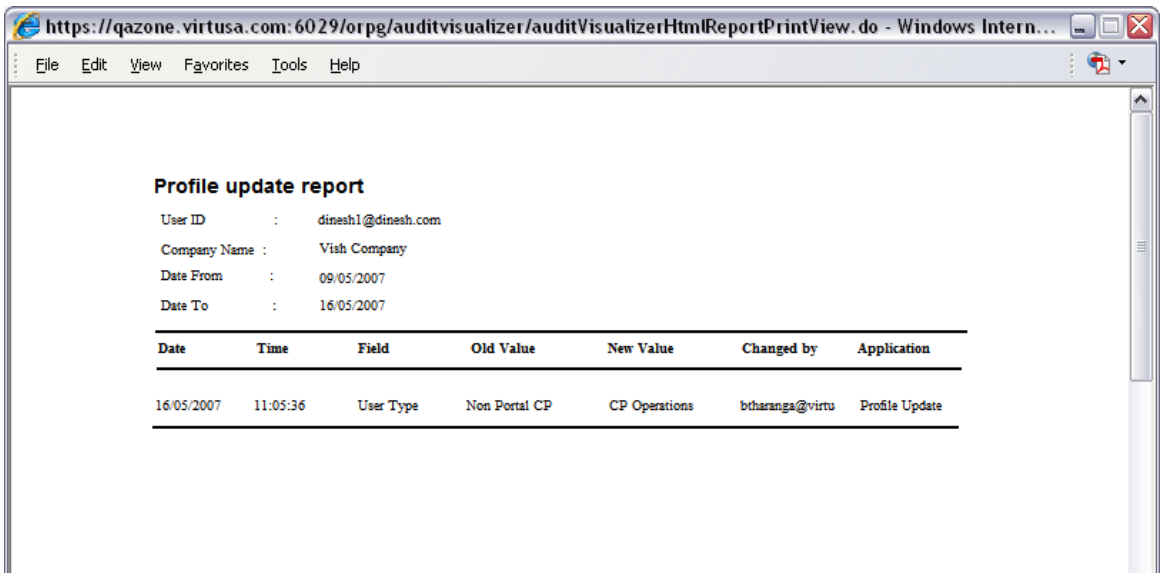

https://qazone.virtusa.com:6029/orpg/auditvisualizer/auditVisualizerHtmlReportPrintView.do - Windows Intern...
File Edit View Favorites Tools Help
Profile update report
User ID : dinesh1@dinesh.com
Company Name : Vish Company
Date From : 09/05/2007
Date To : 16/05/2007
Date Time Field Old Value New Value Changed by Application
16/05/2007 11:05:36 User Type Non Portal CP CP Operations btharanga@virtu Profile Update

Figure 170: Generate audit report – print view

7.8 What happens when my company acquires another company or my company gets acquired by another company?

When a company (Gaining Co.) takes over another company (Losing Co.) in either a hostile or friendly takeover, the assets of Losing Co. will be transferred to Gaining Co. In the portal, management of the company data and permissions needs to be transferred from Losing Co. to Gaining Co. Gaining Co. CP Admin (you) plays a major role in executing this task.

To initiate a Novation change, the Openreach site admin will create the link between the two companies. The system will inform the CP Admins of both companies via an email.

Then Gaining Co. CP Admin (if this is you) will see the link **Manage losing company permissions** in the right navigation in the CP Admin home page.

Step 1: Click **Manage losing company permissions** in your right navigation on the home page (Figure 171).

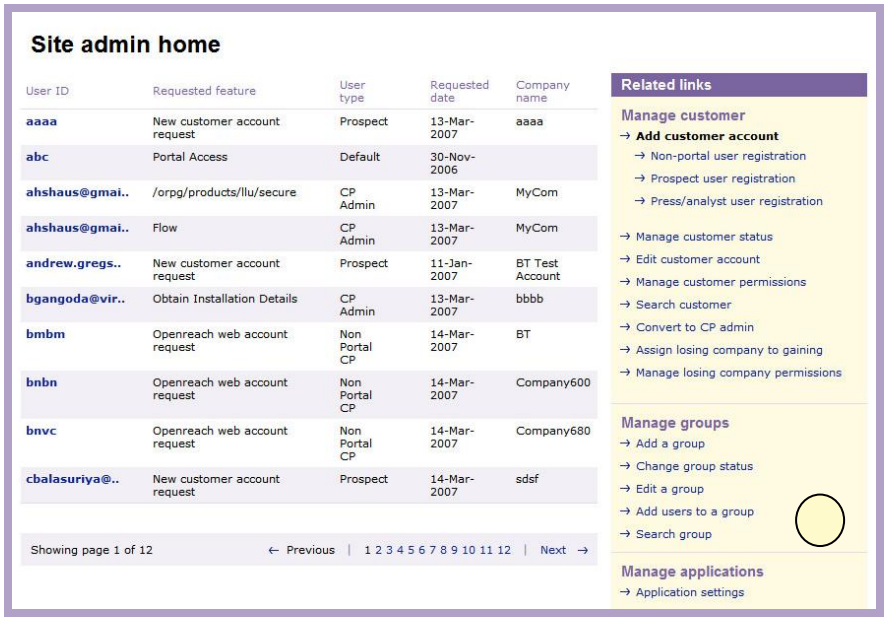


Figure 171: CP Admin home – Manage losing company permissions

Step 2: You will see the losing companies assigned to you. The system prompts you to select the relevant losing company (Figure 172).

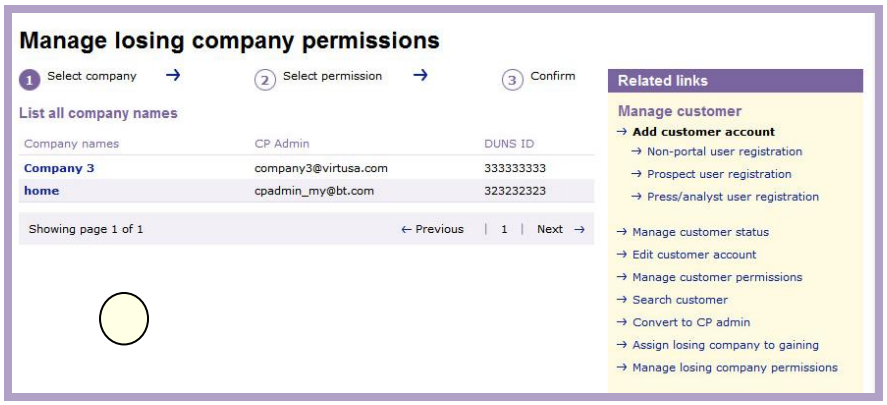


Figure 172: Manage losing company permissions – Select Company

Step 3: The system prompts you to select the relevant permissions for the losing company (Figure 173).

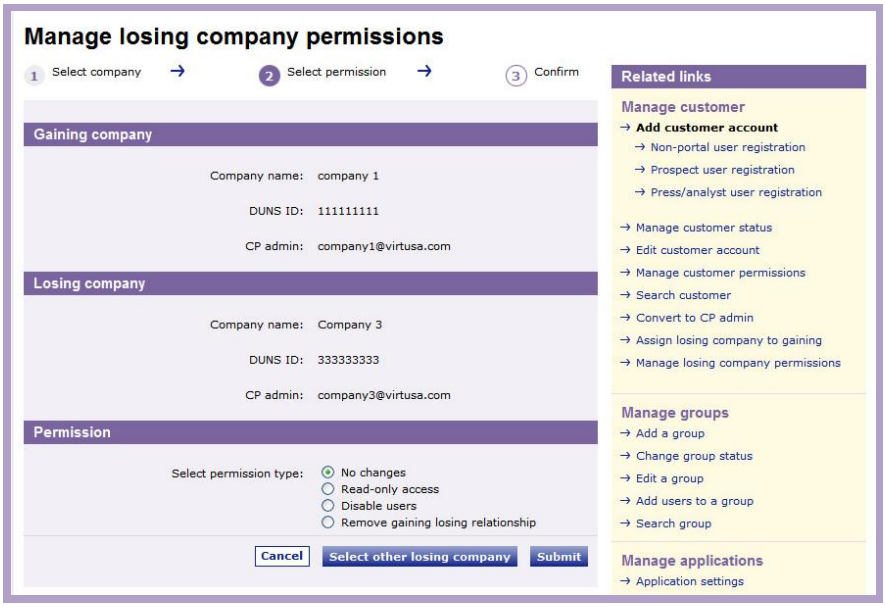


Figure 173: Manage losing company permissions – Select permission

No Changes: You can select **No changes** to give the losing CP Admin and other users full access and independent function as before.

Read Only: You have to make sure the losing company CP Admin is disabled to grant read-only access to its users.

Disable users: This will deactivate all the users of the losing CP and drop the gaining-losing relationship.

Remove gaining-losing relationship: This will reverse the gaining-losing relationship. This enables the losing CP to function as an independent entity again.

Step 4: The system displays the permission change and prompts you to confirm (Figure 174).

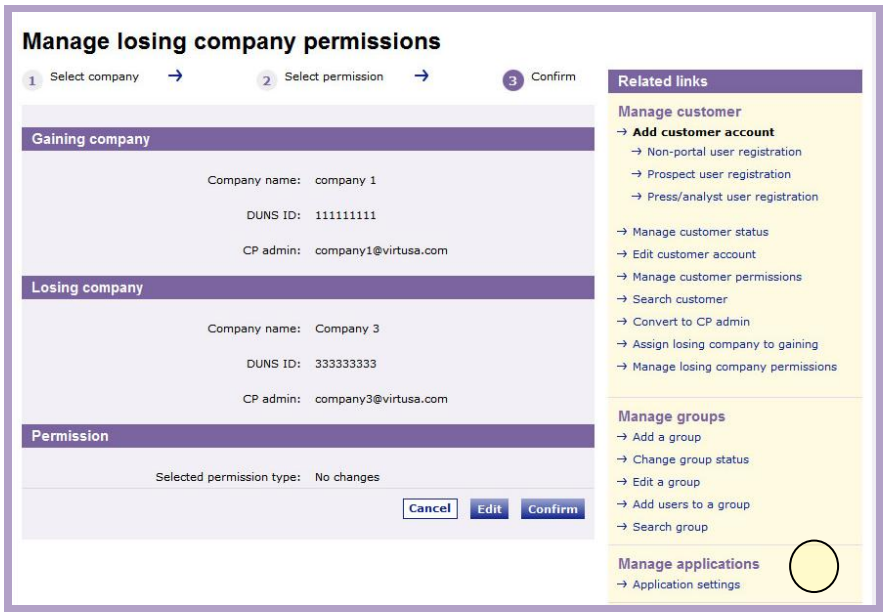


Figure 174: Manage losing company permissions – Select permission

Step 5: System displays the acknowledgement (Figure 175). Click **Finish** to complete.

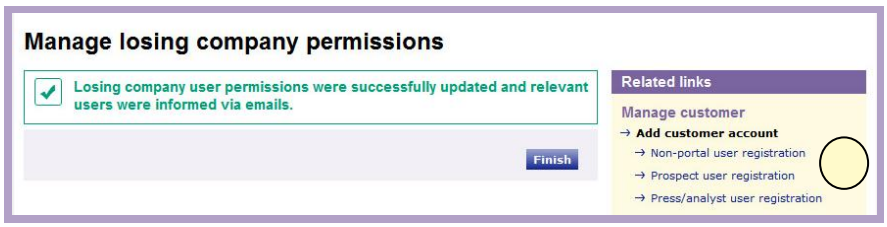


Figure 175: Acknowledgement page

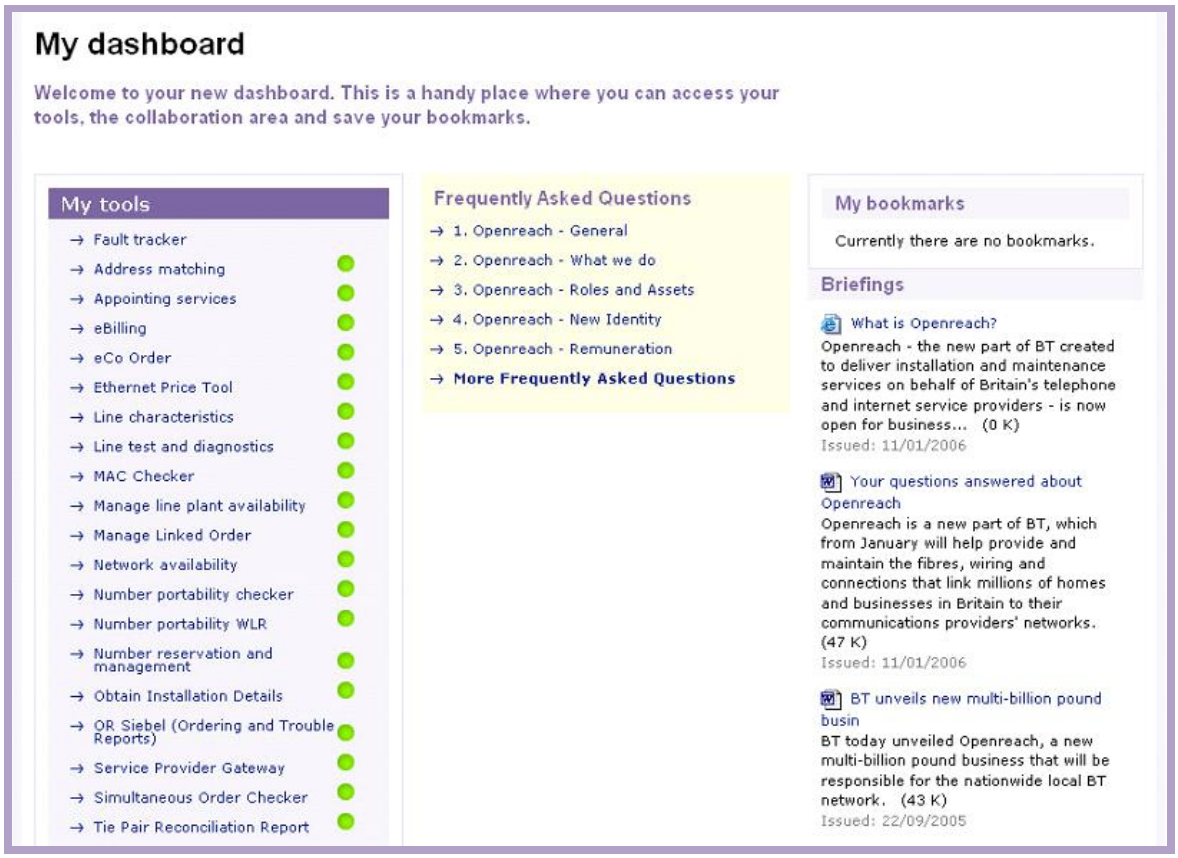
7.9 How do I contact Openreach?

The 'Contact us' form enables you to contact Openreach to submit a general inquiry, give feedback, or make a complaint. It is not intended to be used for user registration.

Step 1: Login to the Openreach Portal and click the **Contact us** link to navigate to the 'Contact us' page.

openreach
a BT Group business
Contact us
Sitemap
New user?
Login
Search
Whole site
Advanced search >
My Openreach
Products
Network
Our Customers
Updates
Help & Support
About us
Home
Keeping the nation Connected
We, as guardians of the local access network, are leading the transformation of the UK communications industry
official telecommunications infrastructure partner
Latest
There are no updates currently available.
Super-fast Fibre Access
Moving to WLR3
Service Harmonisation
Expect Openreach
Openreach and 2012
Broadband access for everyone
We've announced a further investment of £1bn – on top of the £1.5bn we're already spending – to make Super-fast Fibre Access available to our customers. Which in turn means that up to two-thirds of homes should be able to enjoy super-fast broadband services by 2015.
» Visit microsite
Have a question about your phone line or broadband?
Login
Login or create a new user account.
Login
New user
Forgotten password
Reactivate my account
Search
Search:
Within:
Whole site
Search titles only:
Advanced search
Search
Our online publications
If you would like to register to Exchange, Round-up or any of our other regular communications, please click on subscribe and complete the form.
Subscribe
More information
Quick links
Industry forum
Product roadmap
Super-fast Fibre Access - where & when
Round-up news summary
Exchange e-zine
Weekly service update
WLR2 withdrawal
Our work with I CAN
Next Generation Access
Next Generation Access (NGA) is the Openreach programme dedicated to shaping tomorrow's communications environment. We're working with our customers, the regulator, industry and other stakeholders to ensure that we build a clear picture of an access network that's fit for the future.
Fibre to the Premises
Fibre to the Cabinet
Generic Ethernet Access
NGA Forum
Have a question about your phone line or broadband?
Accessibility | Privacy | Terms and conditions | Disclaimer | Glossary

Figure 176: Openreach Portal Home page


My dashboard
Welcome to your new dashboard. This is a handy place where you can access your tools, the collaboration area and save your bookmarks.
My tools
Fault tracker
Address matching
Appointing services
eBilling
eCo Order
Ethernet Price Tool
Line characteristics
Line test and diagnostics
MAC Checker
Manage line plant availability
Manage Linked Order
Network availability
Number portability checker
Number portability WLR
Number reservation and management
Obtain Installation Details
OR Siebel (Ordering and Trouble Reports)
Service Provider Gateway
Simultaneous Order Checker
Tie Pair Reconciliation Report
Frequently Asked Questions
1. Openreach - General
2. Openreach - What we do
3. Openreach - Roles and Assets
4. Openreach - New Identity
5. Openreach - Remuneration
More Frequently Asked Questions
My bookmarks
Currently there are no bookmarks.
Briefings
What is Openreach?
Openreach - the new part of BT created to deliver installation and maintenance services on behalf of Britain's telephone and internet service providers - is now open for business... (0 K)
Issued: 11/01/2006
Your questions answered about Openreach
Openreach is a new part of BT, which from January will help provide and maintain the fibres, wiring and connections that link millions of homes and businesses in Britain to their communications providers' networks. (47 K)
Issued: 11/01/2006
BT unveils new multi-billion pound busin
BT today unveiled Openreach, a new multi-billion pound business that will be responsible for the nationwide local BT network. (43 K)
Issued: 22/09/2005

Contact us
Reason for contact:
I have a complaint
I have an enquiry
I would like to raise a DSO case
Cancel
Next
Contact Openreach
IMPORTANT: if you have a problem with your telephone line, an engineer appointment, or your broadband connection you will need to contact your Communication provider (whoever bills you for that service.) You may write to us at our registered office: British Telecommunications plc, 81 Newgate Street London EC1A 7AJ Registered in England no. 1800000
About us

Figure 177: Contact us page

Step 2: Select the 'Reason for contact' from the list and click **Next** (Figure 177). Depending on the reason for contact, the applicable 'Contact us' form will be displayed.

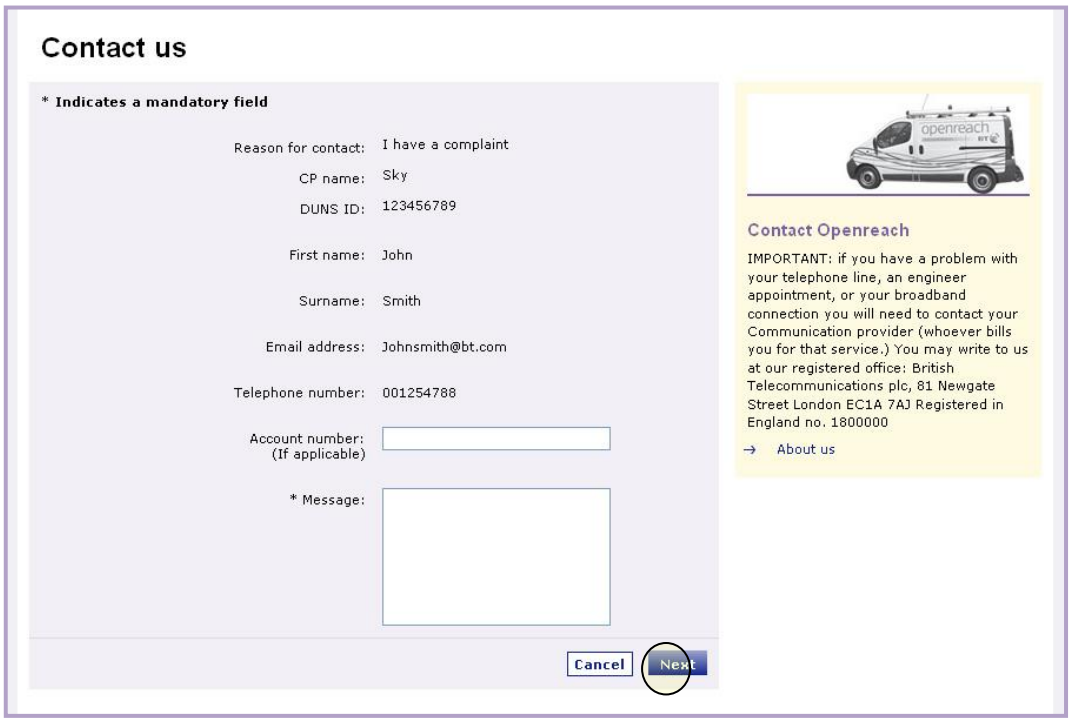

Contact us
* Indicates a mandatory field
Reason for contact: I have a complaint
CP name: Sky
DUNS ID: 123456789
First name: John
Surname: Smith
Email address: Johnsmith@bt.com
Telephone number: 001254788
Account number: (If applicable)
* Message:
Cancel
Next
Contact Openreach
IMPORTANT: if you have a problem with your telephone line, an engineer appointment, or your broadband connection you will need to contact your Communication provider (whoever bills you for that service.) You may write to us at our registered office: British Telecommunications plc, 81 Newgate Street London EC1A 7AJ Registered in England no. 1800000
About us

Figure 178: Contact us - I have a complaint form

Step 3: Fill in the required details and click **Next** (Figure 178). NB: Your user details and company details will be auto populated and cannot be edited

Please note that all mandatory fields are marked with * and cannot be left blank.

The example used in this case is the 'I have a complaint' form. However, as mentioned above, this form may vary depending on the reason for contact.

Step 4: The system will display the 'Contact us confirmation' page to confirm the inputs entered before sending the information to the help desk (Figure 179).

If the information entered is incorrect, click **Cancel** to go back to the 'Contact us' page; if correct, click **Confirm** to proceed to the Acknowledgement page (Figure 180).

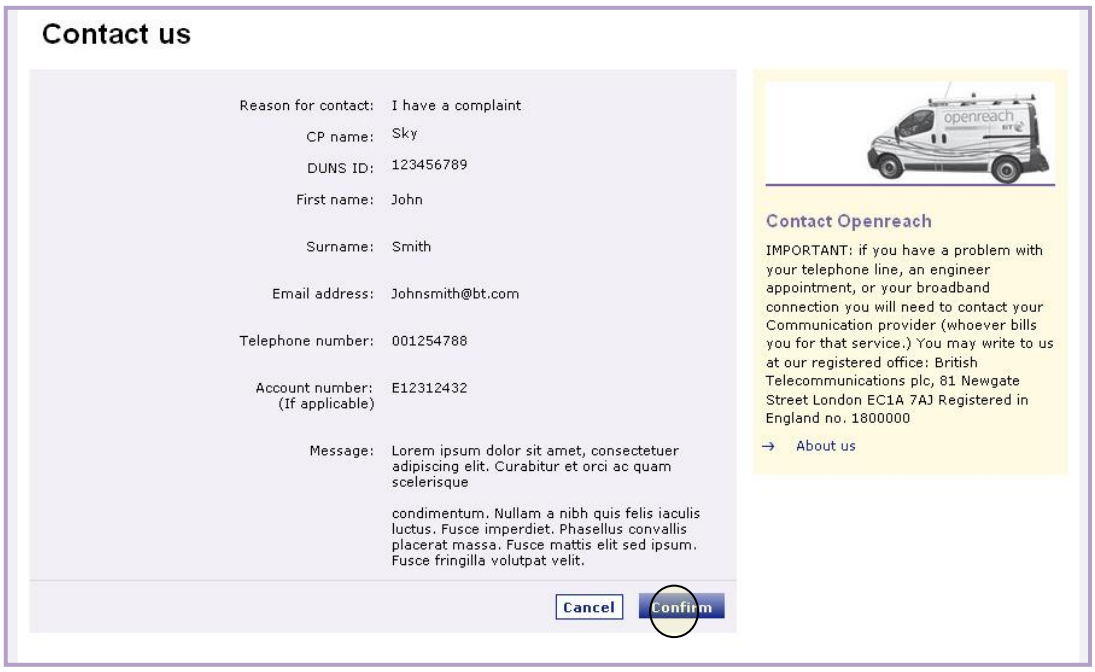

Contact us
Reason for contact: I have a complaint
CP name: Sky
DUNS ID: 123456789
First name: John
Surname: Smith
Email address: Johnsmith@bt.com
Telephone number: 001254788
Account number: (If applicable) E12312432
Message: Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Curabitur et orci ac quam scelerisque
condimentum. Nullam a nibh quis felis iaculis luctus. Fusce imperdiet. Phasellus convallis placerat massa. Fusce mattis elit sed ipsum. Fusce fringilla volutpat velit.
Cancel
Confirm
Contact Openreach
IMPORTANT: if you have a problem with your telephone line, an engineer appointment, or your broadband connection you will need to contact your Communication provider (whoever bills you for that service.) You may write to us at our registered office: British Telecommunications plc, 81 Newgate Street London EC1A 7AJ Registered in England no. 1800000
About us

Figure 179: Contact us – Confirm page

Contact us
Complaint has been successfully submitted
Finish
Contact Openreach
IMPORTANT: if you have a problem with your telephone line, an engineer appointment, or your broadband connection you will need to contact your Communication provider (whoever bills you for that service.) You may write to us at our registered office: British Telecommunications plc, 81 Newgate Street London EC1A 7AJ Registered in England no. 1800000
About us

Figure 180: Acknowledgement – Contact received page

Step 5: Click **Finish** to be navigated to back to your Dashboard.

8 Cross Reference

Keyword	Page Number(s)
Application timeout	***24***
Applications	***1, 2, 23,25,28,60,83,84, 88,89***
Appointing Services	***1, 83***
Bookmarks	***26, 112, 114***
CBM	***26, 29, 108, 112***
Collaboration Area	***1, 105, 108***
CP Ops	***29, 84***
CP portal users	***2***
CPBM	***29, 108***
Customer Establishment administrator	***14***
Customer Establishment Team (CET)	***8, 13***
Dashboard	***26, 29, 83, 84, 85, 95, 99, 100, 104, 105, 108,112, 114***
Dialogue Services	***1, 2, 25, 26, 60, 83, 84, 104***
DUNS ID	***3, 7, 12,13, 14***
eBilling	***1, 83, 84***
Openreach Reporting	***91***
FAQs	***26***
Manage access	***2***
Manage Customer Permissions	***28, 37, 40, 47, 48, 67, 84, 88, 94, 102, 103, 104***
Manage Customer Status	***28, 32, 33, 35, 36, 37, 39, 41, 42, 43, 44, 45, 46, 94***
Manage groups	***2, 16, 28, 35***
Multiple CP Admins	***54***
My tools	***17, 25, 83, 84***
Non-Portal user	***28, 35, 16***
Notifications	***1, 26, 105, 106, 107***
Novation	***121***
OneSiebel	***57, 84***
Openreach Communication Providers	***1***
Openreach portal	***83, 84, 88, 112***
Openreach Site Admin	***13, 15***
Password	***18, 19, 20, 21, 22, 23, 41, 49, 96, 97***
Projects	***25, 105, 108, 109, 112***
Prospect user	***8, 29***

Site Minder	***24***
SMPF Ordering group	***57, 84***
User name	***18, 20, 21, 36, 43, 44, 49, 50, 51, 88, 91***